Enterprise Incident Report January 2013

As of **2/1/2013**

Human Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Human Services	Application Services	Bill Felt	1 1	0 0	0 0	1 1
		Danielle Hood	0 0	19 1	0 0	19 1
		Dustin Crump	0 0	16 1	1 0	17 1
		Martin Gonzalez	1 1	11 11	0 0	12 12
		Paul Lundell	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	11 4	0 0	11 4
		Assigned to Individual Total	2 2	58 18	1 0	61 20
	Application Support	Justin Rasmussen	0 0	3 0	0 0	3 0
		Tim Corless	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Campus Networking	Jordy Davis	0 0	0 0	1 0	1 0

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Human Services

			High	Low	Medium	FCR Total
Human Services	Campus Networking	Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Capitol Hosting	Conn Peterson	0 0	1 1	0 0	1 1
		Jake Vandenberghe	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	2 0	1 0	3 0
		Mycah Mattox	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 1	1 0	6 1
	Enterprise Security	Dan Cook	0 0	2 0	0 0	2 0
		Garry Gregson	0 0	1 0	0 0	1 0
		Jay Watson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Help Desk	Brenda Treadway	0 0	26 25	0 0	26 25
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	27 26	0 0	27 26

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Human Services

			High	Low	Medium	FCR Total
Human Services	Help Desk	James Stearns	0 0	37 36	0 0	37 36
		Julie VanBeekum	0 0	34 34	0 0	34 34
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	95 91	0 0	95 91
		Assigned to Individual Total	0 0	223 212	0 0	223 212
	Mainframe Systems Support	Lester Aoki	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Metro A Desktop Support	Mike Beynon	0 0	18 1	0 0	18 1
		Assigned to Individual Total	0 0	18 1	0 0	18 1
	Metro A Help Desk	Ed Conrad	0 0	2 1	0 0	2 1
		Edward Fortner	0 0	5 5	0 0	5 5
		Liz Evans	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	8 7	0 0	8 7
	Metro B Desktop Support	Annice Valdez	0 0	46 1	0 0	46 1

Human Services

			High	Low	Medium	FCR Total
Human Services	Metro B Desktop Support	Austin Farey	0 0	10 0	0 0	10 0
		Bill Crowther	0 0	4 0	0 0	4 0
		Cindy Reed	0 0	5 0	0 0	5 0
		Cody Flanders	0 0	13 1	0 0	13 1
		Jay Locker	0 0	30 4	0 0	30 4
		Kraig Ellis	0 0	8 0	0 0	8 0
		Matthew Blunk	0 0	1 0	0 0	1 0
		Mike Sine	0 0	3 2	0 0	3 2
		Mike Wilde	0 0	22 2	0 0	22 2
		Sean Chadbourne	0 0	5 0	0 0	5 0
		Tyler Pearce	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	159 10	0 0	159 10
	Metro B Help Desk	Gary Graham	0 0	311 274	0 0	311 274
		Todd Manning	0 0	242 207	0 0	242 207

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Human Services

			High	Low	Medium	FCR Total
Human Services	Metro B Help Desk	Val Shepherd	1 1	395 320	1 1	397 322
		Assigned to Individual Total	1 1	948 801	1 1	950 803
	Metro B Hosting	James Gramse	0 0	1 1	0 0	1 1
		Justin Rasmussen	0 0	5 0	0 0	5 0
		Paul Engberson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Metro C Desktop Support	Benjamin Moore	0 0	5 0	0 0	5 0
		Ed Radke	0 0	1 1	0 0	1 1
		Jeff Curtis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Metro C Help Desk	Cliff Jensen	0 0	2 2	0 0	2 2
		Reed Stohel	0 0	88 87	0 0	88 87
		Ross Owen	0 0	5 5	0 0	5 5
		Assigned to Individual Total	0 0	95 94	0 0	95 94

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Human Services

			High	Low	Medium	FCR Total
Human Services	Metro C Hosting	Stuart Roundy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Help Desk	Doug Brown	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Network Operations	Chris Green	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Operations Production Control	Cal Brinton	0 0	2 0	0 0	2 0
		Christie Burnham	0 0	2 1	0 0	2 1
		Duane Hardy	0 0	9 7	0 0	9 7
		Assigned to Individual Total	0 0	13 8	0 0	13 8
	ORS Adobe Support	John Lowder	0 0	1 0	0 0	1 0
		Justin Rasmussen	0 0	1 0	0 0	1 0
		Tim Corless	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	FCR Total
Human Services	ORS Adobe Support	Assigned to Individual Total	0 0	3 0	0 0	3 0
	ORS Case Imaging	Dan Barrett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	ORS Content Manager	Dan Barrett	0 0	3 0	0 0	3 0
		Les Roberts	0 0	4 0	0 0	4 0
		Pam Lee	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Rural Central Desktop Support	Gerald Adams	0 0	45 1	0 0	45 1
		Jay Barfuss	0 0	6 5	0 0	6 5
		Jeremy Standifird	0 0	11 1	0 0	11 1
		Jessica Purcell	0 0	7 7	0 0	7 7
		John Donaldson	0 0	4 0	0 0	4 0
		Paul Petersen	0 0	41 2	0 0	41 2
		Robert Case	0 0	69 14	0 0	69 14

Human Services

			High	Low	Medium	FCR Total
Human Services	Rural Central Desktop Support	Rod Montoya	0 0	1 1	0 0	1 1
		Ron LeBaron	0 0	14 7	0 0	14 7
		Todd Hardy	0 0	3 2	0 0	3 2
		Troy Morris	0 0	19 3	0 0	19 3
		Assigned to Individual Total	0 0	220 43	0 0	220 43
	Rural North Desktop Support	Dane Smith	0 0	11 6	0 0	11 6
		Kelly Warren	0 0	5 5	0 0	5 5
		Kim Ratushniak	0 0	17 16	0 0	17 16
		Lori Hartzell	0 0	12 4	0 0	12 4
		Neil Smedley	0 0	13 2	0 0	13 2
		Rodney Peterson	0 0	1 1	0 0	1 1
		Ruston McKay	0 0	54 52	0 0	54 52
		Ryan Casey	0 0	15 4	0 0	15 4
		Wayne Higgs	0 0	4 0	0 0	4 0

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Human Services

			High	Low	Medium	FCR Total
Human Services	Rural North Desktop Support	**Assigned to Individual Total**	0 0	132 90	0 0	132 90
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Dan Anthony	0 0	4 0	0 0	4 0
		Doug Thornton	0 0	5 2	0 0	5 2
		Joel Finlinson	0 0	3 1	0 0	3 1
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	24 24	0 0	24 24
		Lane Adams	0 0	4 0	0 0	4 0
		Ryan Bennett	0 0	1 0	0 0	1 0
		Scott Jesienouski	0 0	6 2	0 0	6 2
		Silas Aitchison	0 0	17 4	0 0	17 4
		Assigned to Individual Total	0 0	66 33	0 0	66 33
	Strategic Communications	Luis Larios	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Technical Lead/Project Manager	Martin Gonzalez	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	USIIS Outreach	Tavish Paulsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	10 1	0 0	10 1
		James Gifford	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	3 0	0 0	3 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Leon Owen	1 0	2 0	0 0	3 0
		None	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	1 0	25 11	2 0	28 11
		Assigned to Individual Total	2 0	43 12	2 0	47 12
	Voice/Data/WAN Services	Art Scott	0 0	4 0	0 0	4 0
		Mark Thomas	0 0	2 0	0 0	2 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 1	0 0	1 1
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Assigned Group Total		5 3	2,043 1,336	7 1	2,055 1,340
Customer Company Total			5 3	2,043 1,336	7 1	2,055 1,340

Human Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MIR Total**
Human Services	Application Services	Bill Felt	1 0	0 0	0 0	1 0
		Danielle Hood	0 0	19 10	0 0	19 10
		Dustin Crump	0 0	16 11	1 0	17 11
		Martin Gonzalez	1 1	11 9	0 0	12 10
		Paul Lundell	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	11 5	0 0	11 5
		Assigned to Individual Total	2 1	58 36	1 0	61 37
	Application Support	Justin Rasmussen	0 0	3 0	0 0	3 0
		Tim Corless	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Campus Networking	Jordy Davis	0 0	0 0	1 1	1 1

Human Services

			High	Low	Medium	MIR Total
Human Services	Campus Networking	Robert Ryan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 1	2 1
	Capitol Hosting	Conn Peterson	0 0	1 1	0 0	1 1
		Jake Vandenberghe	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	2 1	1 0	3 1
		Mycah Mattox	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 2	1 0	6 2
	Enterprise Security	Dan Cook	0 0	2 1	0 0	2 1
		Garry Gregson	0 0	1 0	0 0	1 0
		Jay Watson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Help Desk	Brenda Treadway	0 0	26 0	0 0	26 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	27 0	0 0	27 0

Human Services

Human Services			High	Low	Medium	MIR Total
Human Services	Help Desk	James Stearns	0 0	37 2	0 0	37 2
		Julie VanBeekum	0 0	34 1	0 0	34 1
		Sarah Johnson	0 0	3 1	0 0	3 1
		Vicky Marrelli	0 0	95 4	0 0	95 4
		Assigned to Individual Total	0 0	223 8	0 0	223 8
	Mainframe Systems Support	Lester Aoki	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Metro A Desktop Support	Mike Beynon	0 0	18 0	0 0	18 0
		Assigned to Individual Total	0 0	18 0	0 0	18 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	0 0	2 0
		Edward Fortner	0 0	5 0	0 0	5 0
		Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro B Desktop Support	Annice Valdez	0 0	46 5	0 0	46 5

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro B Desktop Support	Austin Farey	0 0	10 0	0 0	10 0
		Bill Crowther	0 0	4 0	0 0	4 0
		Cindy Reed	0 0	5 0	0 0	5 0
		Cody Flanders	0 0	13 1	0 0	13 1
		Jay Locker	0 0	30 0	0 0	30 0
		Kraig Ellis	0 0	8 0	0 0	8 0
		Matthew Blunk	0 0	1 0	0 0	1 0
		Mike Sine	0 0	3 0	0 0	3 0
		Mike Wilde	0 0	22 0	0 0	22 0
		Sean Chadbourne	0 0	5 0	0 0	5 0
		Tyler Pearce	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	159 6	0 0	159 6
	Metro B Help Desk	Gary Graham	0 0	311 4	0 0	311 4
		Todd Manning	0 0	242 0	0 0	242 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro B Help Desk	Val Shepherd	1 0	395 11	1 0	397 11
		Assigned to Individual Total	1 0	948 15	1 0	950 15
	Metro B Hosting	James Gramse	0 0	1 0	0 0	1 0
		Justin Rasmussen	0 0	5 1	0 0	5 1
		Paul Engberson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Metro C Desktop Support	Benjamin Moore	0 0	5 0	0 0	5 0
		Ed Radke	0 0	1 0	0 0	1 0
		Jeff Curtis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Metro C Help Desk	Cliff Jensen	0 0	2 0	0 0	2 0
		Reed Stohel	0 0	88 0	0 0	88 0
		Ross Owen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	95 0	0 0	95 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro C Hosting	Stuart Roundy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Chris Green	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Operations Production Control	Cal Brinton	0 0	2 0	0 0	2 0
		Christie Burnham	0 0	2 0	0 0	2 0
		Duane Hardy	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	ORS Adobe Support	John Lowder	0 0	1 0	0 0	1 0
		Justin Rasmussen	0 0	1 0	0 0	1 0
		Tim Corless	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	MIR Total
Human Services	ORS Adobe Support	Assigned to Individual Total	0 0	3 0	0 0	3 0
	ORS Case Imaging	Dan Barrett	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	ORS Content Manager	Dan Barrett	0 0	3 1	0 0	3 1
		Les Roberts	0 0	4 3	0 0	4 3
		Pam Lee	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 4	0 0	8 4
	Rural Central Desktop Support	Gerald Adams	0 0	45 1	0 0	45 1
		Jay Barfuss	0 0	6 0	0 0	6 0
		Jeremy Standifird	0 0	11 1	0 0	11 1
		Jessica Purcell	0 0	7 0	0 0	7 0
		John Donaldson	0 0	4 1	0 0	4 1
		Paul Petersen	0 0	41 1	0 0	41 1
		Robert Case	0 0	69 8	0 0	69 8

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Human Services

			High	Low	Medium	MIR Total
Human Services	Rural Central Desktop Support	Rod Montoya	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	14 2	0 0	14 2
		Todd Hardy	0 0	3 0	0 0	3 0
		Troy Morris	0 0	19 2	0 0	19 2
		Assigned to Individual Total	0 0	220 16	0 0	220 16
	Rural North Desktop Support	Dane Smith	0 0	11 0	0 0	11 0
		Kelly Warren	0 0	5 0	0 0	5 0
		Kim Ratushniak	0 0	17 0	0 0	17 0
		Lori Hartzell	0 0	12 2	0 0	12 2
		Neil Smedley	0 0	13 0	0 0	13 0
		Rodney Peterson	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	54 1	0 0	54 1
		Ryan Casey	0 0	15 4	0 0	15 4
		Wayne Higgs	0 0	4 0	0 0	4 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Rural North Desktop Support	**Assigned to Individual Total**	0 0	132 7	0 0	132 7
	Rural South Desktop Support	Cheri Oldham	0 0	1 1	0 0	1 1
		Dan Anthony	0 0	4 0	0 0	4 0
		Doug Thornton	0 0	5 1	0 0	5 1
		Joel Finlinson	0 0	3 0	0 0	3 0
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	24 0	0 0	24 0
		Lane Adams	0 0	4 1	0 0	4 1
		Ryan Bennett	0 0	1 0	0 0	1 0
		Scott Jesienouski	0 0	6 1	0 0	6 1
		Silas Aitchison	0 0	17 2	0 0	17 2
		Assigned to Individual Total	0 0	66 6	0 0	66 6
	Strategic Communications	Luis Larios	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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Human Services

			High	Low	Medium	MIR Total
Human Services	Technical Lead/Project Manager	Martin Gonzalez	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	USIIS Outreach	Tavish Paulsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	0 0	10 0	0 0	10 0
		James Gifford	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	3 0	0 0	3 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Leon Owen	1 0	2 0	0 0	3 0
		None	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	1 0	25 0	2 0	28 0
		Assigned to Individual Total	2 0	43 0	2 0	47 0
	Voice/Data/WAN Services	Art Scott	0 0	4 1	0 0	4 1
		Mark Thomas	0 0	2 0	0 0	2 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Assigned Group Total		5 1	2,043 109	7 1	2,055 111
Customer Company Total			5 1	2,043 109	7 1	2,055 111

Enterprise Incident Report January 2013
As of 2/1/2013

Human Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
Human Services	Application Services	Bill Felt	1 0.32	0 0.00	0 0.00	1 0.32
		Danielle Hood	0 0.00	19 6.82	0 0.00	19 6.82
		Dustin Crump	0 0.00	16 24.26	1 0.65	17 22.87
		Martin Gonzalez	1 1.30	11 41.08	0 0.00	12 37.76
		Paul Lundell	0 0.00	1 147.94	0 0.00	1 147.94
		Tony Larsen	0 0.00	11 30.45	0 0.00	11 30.45
		Assigned to Individual Total	2 0.81	58 25.04	1 0.65	61 23.85
	Application Support	Justin Rasmussen	0 0.00	3 0.03	0 0.00	3 0.03
		Tim Corless	0 0.00	2 1.34	0 0.00	2 1.34
		Assigned to Individual Total	0 0.00	5 0.55	0 0.00	5 0.55

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Campus Networking	Jordy Davis	0 0.00	0 0.00	1 1.98	1 1.98
		Robert Ryan	0 0.00	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	0 0.00	1 0.10	1 1.98	2 1.04
	Capitol Hosting	Conn Peterson	0 0.00	1 5.74	0 0.00	1 5.74
		Jake Vandenberghe	0 0.00	1 0.32	0 0.00	1 0.32
		Mike Tyrrell	0 0.00	2 1.34	1 0.08	3 0.92
		Mycah Mattox	0 0.00	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	0 0.00	5 1.79	1 0.08	6 1.50
	Enterprise Security	Dan Cook	0 0.00	2 0.90	0 0.00	2 0.90
		Garry Gregson	0 0.00	1 0.23	0 0.00	1 0.23
		Jay Watson	0 0.00	1 4.21	0 0.00	1 4.21
		Assigned to Individual Total	0 0.00	4 1.56	0 0.00	4 1.56
	Help Desk	Brenda Treadway	0 0.00	26 0.06	0 0.00	26 0.06
		Dawn Wayment	0 0.00	1 0.40	0 0.00	1 0.40

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Help Desk	Eileen Dubach	0 0.00	27 0.11	0 0.00	27 0.11
		James Stearns	0 0.00	37 0.13	0 0.00	37 0.13
		Julie VanBeekum	0 0.00	34 0.17	0 0.00	34 0.17
		Sarah Johnson	0 0.00	3 0.55	0 0.00	3 0.55
		Vicky Marrelli	0 0.00	95 0.16	0 0.00	95 0.16
		Assigned to Individual Total	0 0.00	223 0.14	0 0.00	223 0.14
	Mainframe Systems Support	Lester Aoki	0 0.00	1 0.00	1 0.00	2 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00	2 0.00
	Metro A Desktop Support	Mike Beynon	0 0.00	18 0.24	0 0.00	18 0.24
		Assigned to Individual Total	0 0.00	18 0.24	0 0.00	18 0.24
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.00	0 0.00	2 0.00
		Edward Fortner	0 0.00	5 0.00	0 0.00	5 0.00
		Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	8 0.00	0 0.00	8 0.00

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro B Desktop Support	Annice Valdez	0 0.00	46 0.42	0 0.00	46 0.42
		Austin Farey	0 0.00	10 0.23	0 0.00	10 0.23
		Bill Crowther	0 0.00	4 0.36	0 0.00	4 0.36
		Cindy Reed	0 0.00	5 0.17	0 0.00	5 0.17
		Cody Flanders	0 0.00	13 0.29	0 0.00	13 0.29
		Jay Locker	0 0.00	30 0.22	0 0.00	30 0.22
		Kraig Ellis	0 0.00	8 0.20	0 0.00	8 0.20
		Matthew Blunk	0 0.00	1 0.07	0 0.00	1 0.07
		Mike Sine	0 0.00	3 0.23	0 0.00	3 0.23
		Mike Wilde	0 0.00	22 0.26	0 0.00	22 0.26
		Sean Chadbourne	0 0.00	5 0.19	0 0.00	5 0.19
		Tyler Pearce	0 0.00	12 0.23	0 0.00	12 0.23
		Assigned to Individual Total	0 0.00	159 0.29	0 0.00	159 0.29
	Metro B Help Desk	Gary Graham	0 0.00	311 0.08	0 0.00	311 0.08

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro B Help Desk	Todd Manning	0 0.00	242 0.04	0 0.00	242 0.04
		Val Shepherd	1 0.00	395 0.20	1 0.25	397 0.20
		Assigned to Individual Total	1 0.00	948 0.12	1 0.25	950 0.12
	Metro B Hosting	James Gramse	0 0.00	1 0.60	0 0.00	1 0.60
		Justin Rasmussen	0 0.00	5 0.32	0 0.00	5 0.32
		Paul Engberson	0 0.00	1 0.64	0 0.00	1 0.64
		Assigned to Individual Total	0 0.00	7 0.41	0 0.00	7 0.41
	Metro C Desktop Support	Benjamin Moore	0 0.00	5 0.12	0 0.00	5 0.12
		Ed Radke	0 0.00	1 0.00	0 0.00	1 0.00
		Jeff Curtis	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	7 0.08	0 0.00	7 0.08
	Metro C Help Desk	Cliff Jensen	0 0.00	2 0.00	0 0.00	2 0.00
		Reed Stohel	0 0.00	88 0.00	0 0.00	88 0.00
		Ross Owen	0 0.00	5 0.00	0 0.00	5 0.00

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro C Help Desk	Assigned to Individual Total	0 0.00	95 0.00	0 0.00	95 0.00
	Metro C Hosting	Stuart Roundy	0 0.00	1 0.81	0 0.00	1 0.81
		Assigned to Individual Total	0 0.00	1 0.81	0 0.00	1 0.81
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Chris Green	0 0.00	1 0.56	0 0.00	1 0.56
		Jared Elzinga	0 0.00	1 0.47	0 0.00	1 0.47
		Assigned to Individual Total	0 0.00	2 0.52	0 0.00	2 0.52
	Operations Production Control	Cal Brinton	0 0.00	2 0.20	0 0.00	2 0.20
		Christie Burnham	0 0.00	2 0.00	0 0.00	2 0.00
		Duane Hardy	0 0.00	9 0.11	0 0.00	9 0.11
		Assigned to Individual Total	0 0.00	13 0.11	0 0.00	13 0.11
	ORS Adobe Support	John Lowder	0 0.00	1 0.22	0 0.00	1 0.22
		Justin Rasmussen	0 0.00	1 0.42	0 0.00	1 0.42

Human Services

			High	Low	Medium	ATTIR Total
Human Services	ORS Adobe Support	Tim Corless	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.21	0 0.00	3 0.21
	ORS Case Imaging	Dan Barrett	0 0.00	1 1.70	0 0.00	1 1.70
		Assigned to Individual Total	0 0.00	1 1.70	0 0.00	1 1.70
	ORS Content Manager	Dan Barrett	0 0.00	3 1.19	0 0.00	3 1.19
		Les Roberts	0 0.00	4 2.55	0 0.00	4 2.55
		Pam Lee	0 0.00	1 0.79	0 0.00	1 0.79
		Assigned to Individual Total	0 0.00	8 1.82	0 0.00	8 1.82
	Rural Central Desktop Support	Gerald Adams	0 0.00	45 0.04	0 0.00	45 0.04
		Jay Barfuss	0 0.00	6 0.00	0 0.00	6 0.00
		Jeremy Standifird	0 0.00	11 0.09	0 0.00	11 0.09
		Jessica Purcell	0 0.00	7 0.00	0 0.00	7 0.00
		John Donaldson	0 0.00	4 0.53	0 0.00	4 0.53
		Paul Petersen	0 0.00	41 0.10	0 0.00	41 0.10

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural Central Desktop Support	Robert Case	0 0.00	69 0.36	0 0.00	69 0.36
		Rod Montoya	0 0.00	1 0.27	0 0.00	1 0.27
		Ron LeBaron	0 0.00	14 0.29	0 0.00	14 0.29
		Todd Hardy	0 0.00	3 0.00	0 0.00	3 0.00
		Troy Morris	0 0.00	19 0.33	0 0.00	19 0.33
		Assigned to Individual Total	0 0.00	220 0.20	0 0.00	220 0.20
	Rural North Desktop Support	Dane Smith	0 0.00	11 0.06	0 0.00	11 0.06
		Kelly Warren	0 0.00	5 0.00	0 0.00	5 0.00
		Kim Ratushniak	0 0.00	17 0.13	0 0.00	17 0.13
		Lori Hartzell	0 0.00	12 0.43	0 0.00	12 0.43
		Neil Smedley	0 0.00	13 0.26	0 0.00	13 0.26
		Rodney Peterson	0 0.00	1 0.00	0 0.00	1 0.00
		Ruston McKay	0 0.00	54 0.08	0 0.00	54 0.08
		Ryan Casey	0 0.00	15 0.76	0 0.00	15 0.76

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural North Desktop Support	Wayne Higgs	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	132 0.21	0 0.00	132 0.21
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 1.30	0 0.00	1 1.30
		Dan Anthony	0 0.00	4 0.30	0 0.00	4 0.30
		Doug Thornton	0 0.00	5 0.54	0 0.00	5 0.54
		Joel Finlinson	0 0.00	3 0.04	0 0.00	3 0.04
		Julie Christensen	0 0.00	1 0.82	0 0.00	1 0.82
		Lance Nay	0 0.00	24 0.00	0 0.00	24 0.00
		Lane Adams	0 0.00	4 0.41	0 0.00	4 0.41
		Ryan Bennett	0 0.00	1 0.43	0 0.00	1 0.43
		Scott Jesienouski	0 0.00	6 0.21	0 0.00	6 0.21
		Silas Aitchison	0 0.00	17 0.56	0 0.00	17 0.56
		Assigned to Individual Total	0 0.00	66 0.29	0 0.00	66 0.29
	Strategic Communications	Luis Larios	0 0.00	2 0.33	0 0.00	2 0.33

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Strategic Communications	**Assigned to Individual Total**	0 0.00	2 0.33	0 0.00	2 0.33
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	2 19.01	0 0.00	2 19.01
		Assigned to Individual Total	0 0.00	2 19.01	0 0.00	2 19.01
	USIIS Outreach	Tavish Paulsen	0 0.00	1 1.41	0 0.00	1 1.41
		Assigned to Individual Total	0 0.00	1 1.41	0 0.00	1 1.41
	Voice Operations	Gail Christiansen	0 0.00	10 0.18	0 0.00	10 0.18
		James Gifford	0 0.00	1 0.23	0 0.00	1 0.23
		Julie Sabato	0 0.00	3 0.00	0 0.00	3 0.00
		Kelly Johnson	0 0.00	1 0.12	0 0.00	1 0.12
		Leon Owen	1 0.09	2 0.04	0 0.00	3 0.05
		None	0 0.00	1 0.88	0 0.00	1 0.88
		Romanza Hamblin Sorensen	1 0.05	25 0.21	2 0.07	28 0.20
		Assigned to Individual Total	2 0.07	43 0.20	2 0.07	47 0.18
	Voice/Data/WAN Services	Art Scott	0 0.00	4 0.49	0 0.00	4 0.49

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			High	Low	Medium	ATTIR Total
Human Services	Voice/Data/WAN Services	Mark Thomas	0 0.00	2 0.20	0 0.00	2 0.20
		Mike Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Spencer Blodgett	0 0.00	1 0.00	0 0.00	1 0.00
		T Artis	0 0.00	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	0 0.00	9 0.27	0 0.00	9 0.27
	Assigned Group Total		5 0.35	2,043 0.90	7 0.44	2,055 0.89
Customer Company Total			5 0.35	2,043 0.90	7 0.44	2,055 0.89

Human Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MR Total
Human Services	Application Services	Bill Felt	1 0	0 0	0 0	1 0
		Danielle Hood	0 0	19 12	0 0	19 12
		Dustin Crump	0 0	16 7	1 0	17 7
		Martin Gonzalez	1 1	11 9	0 0	12 10
		Paul Lundell	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	11 6	0 0	11 6
		Assigned to Individual Total	2 1	58 35	1 0	61 36
	Application Support	Justin Rasmussen	0 0	3 0	0 0	3 0
		Tim Corless	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Campus Networking	Jordy Davis	0 0	0 0	1 0	1 0

Human Services

			High	Low	Medium	MR Total
Human Services	Campus Networking	Robert Ryan	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	1 0	2 1
	Capitol Hosting	Conn Peterson	0 0	1 1	0 0	1 1
		Jake Vandenberghe	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	2 1	1 0	3 1
		Mycah Mattox	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 2	1 0	6 2
	Enterprise Security	Dan Cook	0 0	2 1	0 0	2 1
		Garry Gregson	0 0	1 0	0 0	1 0
		Jay Watson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Help Desk	Brenda Treadway	0 0	26 0	0 0	26 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	27 0	0 0	27 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Help Desk	James Stearns	0 0	37 1	0 0	37 1
		Julie VanBeekum	0 0	34 0	0 0	34 0
		Sarah Johnson	0 0	3 2	0 0	3 2
		Vicky Marrelli	0 0	95 1	0 0	95 1
		Assigned to Individual Total	0 0	223 4	0 0	223 4
	Mainframe Systems Support	Lester Aoki	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Metro A Desktop Support	Mike Beynon	0 0	18 0	0 0	18 0
		Assigned to Individual Total	0 0	18 0	0 0	18 0
	Metro A Help Desk	Ed Conrad	0 0	2 0	0 0	2 0
		Edward Fortner	0 0	5 0	0 0	5 0
		Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro B Desktop Support	Annice Valdez	0 0	46 1	0 0	46 1

Human Services

			High	Low	Medium	MR Total
Human Services	Metro B Desktop Support	Austin Farey	0 0	10 0	0 0	10 0
		Bill Crowther	0 0	4 0	0 0	4 0
		Cindy Reed	0 0	5 1	0 0	5 1
		Cody Flanders	0 0	13 0	0 0	13 0
		Jay Locker	0 0	30 0	0 0	30 0
		Kraig Ellis	0 0	8 1	0 0	8 1
		Matthew Blunk	0 0	1 0	0 0	1 0
		Mike Sine	0 0	3 0	0 0	3 0
		Mike Wilde	0 0	22 3	0 0	22 3
		Sean Chadbourne	0 0	5 0	0 0	5 0
		Tyler Pearce	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	159 6	0 0	159 6
	Metro B Help Desk	Gary Graham	0 0	311 0	0 0	311 0
		Todd Manning	0 0	242 1	0 0	242 1

Human Services

			High	Low	Medium	MR Total
Human Services	Metro B Help Desk	Val Shepherd	10	3952	10	3972
		Assigned to Individual Total	10	9483	10	9503
	Metro B Hosting	James Gramse	00	10	00	10
		Justin Rasmussen	00	50	00	50
		Paul Engberson	00	10	00	10
		Assigned to Individual Total	00	70	00	70
	Metro C Desktop Support	Benjamin Moore	00	50	00	50
		Ed Radke	00	10	00	10
		Jeff Curtis	00	10	00	10
		Assigned to Individual Total	00	70	00	70
	Metro C Help Desk	Cliff Jensen	00	20	00	20
		Reed Stohel	00	880	00	880
		Ross Owen	00	50	00	50
		Assigned to Individual Total	00	950	00	950

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Human Services

			High	Low	Medium	MR Total
Human Services	Metro C Hosting	Stuart Roundy	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Chris Green	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Operations Production Control	Cal Brinton	0 0	2 0	0 0	2 0
		Christie Burnham	0 0	2 0	0 0	2 0
		Duane Hardy	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	ORS Adobe Support	John Lowder	0 0	1 0	0 0	1 0
		Justin Rasmussen	0 0	1 0	0 0	1 0
		Tim Corless	0 0	1 1	0 0	1 1

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Human Services

			High	Low	Medium	MR Total
Human Services	ORS Adobe Support	**Assigned to Individual Total**	0 0	3 1	0 0	3 1
	ORS Case Imaging	Dan Barrett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	ORS Content Manager	Dan Barrett	0 0	3 0	0 0	3 0
		Les Roberts	0 0	4 0	0 0	4 0
		Pam Lee	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Rural Central Desktop Support	Gerald Adams	0 0	45 0	0 0	45 0
		Jay Barfuss	0 0	6 0	0 0	6 0
		Jeremy Standifird	0 0	11 0	0 0	11 0
		Jessica Purcell	0 0	7 0	0 0	7 0
		John Donaldson	0 0	4 1	0 0	4 1
		Paul Petersen	0 0	41 1	0 0	41 1
		Robert Case	0 0	69 0	0 0	69 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Rural Central Desktop Support	Rod Montoya	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	14 0	0 0	14 0
		Todd Hardy	0 0	3 0	0 0	3 0
		Troy Morris	0 0	19 0	0 0	19 0
		Assigned to Individual Total	0 0	220 2	0 0	220 2
	Rural North Desktop Support	Dane Smith	0 0	11 0	0 0	11 0
		Kelly Warren	0 0	5 0	0 0	5 0
		Kim Ratushniak	0 0	17 0	0 0	17 0
		Lori Hartzell	0 0	12 0	0 0	12 0
		Neil Smedley	0 0	13 0	0 0	13 0
		Rodney Peterson	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	54 0	0 0	54 0
		Ryan Casey	0 0	15 0	0 0	15 0
		Wayne Higgs	0 0	4 0	0 0	4 0

Human Services

			High	Low	Medium	MR Total
Human Services	Rural North Desktop Support	**Assigned to Individual Total**	0 0	132 0	0 0	132 0
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	0 0	1 0
		Dan Anthony	0 0	4 0	0 0	4 0
		Doug Thornton	0 0	5 0	0 0	5 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	24 0	0 0	24 0
		Lane Adams	0 0	4 0	0 0	4 0
		Ryan Bennett	0 0	1 0	0 0	1 0
		Scott Jesienouski	0 0	6 0	0 0	6 0
		Silas Aitchison	0 0	17 0	0 0	17 0
		Assigned to Individual Total	0 0	66 0	0 0	66 0
	Strategic Communications	Luis Larios	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2

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Human Services

			High	Low	Medium	MR Total
Human Services	Technical Lead/Project Manager	Martin Gonzalez	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	USIIS Outreach	Tavish Paulsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	10 0	0 0	10 0
		James Gifford	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	3 0	0 0	3 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Leon Owen	1 0	2 0	0 0	3 0
		None	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	1 0	25 0	2 0	28 0
		Assigned to Individual Total	2 0	43 0	2 0	47 0
	Voice/Data/WAN Services	Art Scott	0 0	4 0	0 0	4 0
		Mark Thomas	0 0	2 0	0 0	2 0

Human Services

			High	Low	Medium	MR Total
Human Services	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Assigned Group Total		5 1	2,043 61	7 0	2,055 62
Customer Company Total			5 1	2,043 61	7 0	2,055 62

Human Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | | Top Number - Total Incidents | | | |
| | | | Bottom Number - Average time in hours | | | |
Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTR Total
Human Services	Application Services	Bill Felt	1 0.56	0 0.00	0 0.00	1 0.56
		Danielle Hood	0 0.00	19 33.33	0 0.00	19 33.33
		Dustin Crump	0 0.00	16 25.50	1 3.66	17 24.22
		Martin Gonzalez	1 16.53	11 74.31	0 0.00	12 69.50
		Paul Lundell	0 0.00	1 201.20	0 0.00	1 201.20
		Tony Larsen	0 0.00	11 39.44	0 0.00	11 39.44
		Assigned to Individual Total	2 8.55	58 43.00	1 3.66	61 41.22
	Application Support	Justin Rasmussen	0 0.00	3 0.58	0 0.00	3 0.58
		Tim Corless	0 0.00	2 14.05	0 0.00	2 14.05
		Assigned to Individual Total	0 0.00	5 5.97	0 0.00	5 5.97

Human Services

Human Services			High	Low	Medium	ATTR Total
Human Services	Campus Networking	Jordy Davis	0 0.00	0 0.00	1 1.98	1 1.98
		Robert Ryan	0 0.00	1 23.38	0 0.00	1 23.38
		Assigned to Individual Total	0 0.00	1 23.38	1 1.98	2 12.68
	Capitol Hosting	Conn Peterson	0 0.00	1 88.63	0 0.00	1 88.63
		Jake Vandenberghe	0 0.00	1 0.67	0 0.00	1 0.67
		Mike Tyrrell	0 0.00	2 128.90	1 0.16	3 85.99
		Mycah Mattox	0 0.00	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	0 0.00	5 69.46	1 0.16	6 57.91
	Enterprise Security	Dan Cook	0 0.00	2 18.90	0 0.00	2 18.90
		Garry Gregson	0 0.00	1 0.47	0 0.00	1 0.47
		Jay Watson	0 0.00	1 48.93	0 0.00	1 48.93
		Assigned to Individual Total	0 0.00	4 21.80	0 0.00	4 21.80
	Help Desk	Brenda Treadway	0 0.00	26 0.06	0 0.00	26 0.06
		Dawn Wayment	0 0.00	1 0.54	0 0.00	1 0.54

Human Services

			High	Low	Medium	ATTR Total
Human Services	Help Desk	Eileen Dubach	0 0.00	27 0.24	0 0.00	27 0.24
		James Stearns	0 0.00	37 0.34	0 0.00	37 0.34
		Julie VanBeekum	0 0.00	34 0.21	0 0.00	34 0.21
		Sarah Johnson	0 0.00	3 5.58	0 0.00	3 5.58
		Vicky Marrelli	0 0.00	95 0.25	0 0.00	95 0.25
		Assigned to Individual Total	0 0.00	223 0.31	0 0.00	223 0.31
	Mainframe Systems Support	Lester Aoki	0 0.00	1 0.05	1 0.00	2 0.02
		Assigned to Individual Total	0 0.00	1 0.05	1 0.00	2 0.02
	Metro A Desktop Support	Mike Beynon	0 0.00	18 0.32	0 0.00	18 0.32
		Assigned to Individual Total	0 0.00	18 0.32	0 0.00	18 0.32
	Metro A Help Desk	Ed Conrad	0 0.00	2 0.08	0 0.00	2 0.08
		Edward Fortner	0 0.00	5 0.00	0 0.00	5 0.00
		Liz Evans	0 0.00	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	0 0.00	8 0.03	0 0.00	8 0.03

Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro B Desktop Support	Annice Valdez	0 0.00	46 0.64	0 0.00	46 0.64
		Austin Farey	0 0.00	10 0.29	0 0.00	10 0.29
		Bill Crowther	0 0.00	4 0.80	0 0.00	4 0.80
		Cindy Reed	0 0.00	5 1.48	0 0.00	5 1.48
		Cody Flanders	0 0.00	13 0.32	0 0.00	13 0.32
		Jay Locker	0 0.00	30 0.46	0 0.00	30 0.46
		Kraig Ellis	0 0.00	8 1.97	0 0.00	8 1.97
		Matthew Blunk	0 0.00	1 0.18	0 0.00	1 0.18
		Mike Sine	0 0.00	3 0.23	0 0.00	3 0.23
		Mike Wilde	0 0.00	22 2.26	0 0.00	22 2.26
		Sean Chadbourne	0 0.00	5 0.41	0 0.00	5 0.41
		Tyler Pearce	0 0.00	12 0.35	0 0.00	12 0.35
		Assigned to Individual Total	0 0.00	159 0.84	0 0.00	159 0.84
	Metro B Help Desk	Gary Graham	0 0.00	311 0.13	0 0.00	311 0.13

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro B Help Desk	Todd Manning	0 0.00	242 0.09	0 0.00	242 0.09
		Val Shepherd	1 0.00	395 0.59	1 0.91	397 0.59
		Assigned to Individual Total	1 0.00	948 0.31	1 0.91	950 0.31
	Metro B Hosting	James Gramse	0 0.00	1 0.60	0 0.00	1 0.60
		Justin Rasmussen	0 0.00	5 2.50	0 0.00	5 2.50
		Paul Engberson	0 0.00	1 0.64	0 0.00	1 0.64
		Assigned to Individual Total	0 0.00	7 1.96	0 0.00	7 1.96
	Metro C Desktop Support	Benjamin Moore	0 0.00	5 1.77	0 0.00	5 1.77
		Ed Radke	0 0.00	1 0.00	0 0.00	1 0.00
		Jeff Curtis	0 0.00	1 0.03	0 0.00	1 0.03
		Assigned to Individual Total	0 0.00	7 1.27	0 0.00	7 1.27
	Metro C Help Desk	Cliff Jensen	0 0.00	2 0.00	0 0.00	2 0.00
		Reed Stohel	0 0.00	88 0.02	0 0.00	88 0.02
		Ross Owen	0 0.00	5 0.86	0 0.00	5 0.86

Human Services

Human Services			High	Low	Medium	ATTR Total
	Metro C Help Desk	**Assigned to Individual Total**	0 0.00	95 0.06	0 0.00	95 0.06
	Metro C Hosting	Stuart Roundy	0 0.00	1 0.81	0 0.00	1 0.81
		Assigned to Individual Total	0 0.00	1 0.81	0 0.00	1 0.81
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Chris Green	0 0.00	1 0.56	0 0.00	1 0.56
		Jared Elzinga	0 0.00	1 0.98	0 0.00	1 0.98
		Assigned to Individual Total	0 0.00	2 0.77	0 0.00	2 0.77
	Operations Production Control	Cal Brinton	0 0.00	2 0.25	0 0.00	2 0.25
		Christie Burnham	0 0.00	2 0.03	0 0.00	2 0.03
		Duane Hardy	0 0.00	9 0.21	0 0.00	9 0.21
		Assigned to Individual Total	0 0.00	13 0.19	0 0.00	13 0.19
	ORS Adobe Support	John Lowder	0 0.00	1 0.89	0 0.00	1 0.89
		Justin Rasmussen	0 0.00	1 2.77	0 0.00	1 2.77

Human Services

			High	Low	Medium	ATTR Total
Human Services	ORS Adobe Support	Tim Corless	0 0.00	1 8.05	0 0.00	1 8.05
		Assigned to Individual Total	0 0.00	3 3.90	0 0.00	3 3.90
	ORS Case Imaging	Dan Barrett	0 0.00	1 1.70	0 0.00	1 1.70
		Assigned to Individual Total	0 0.00	1 1.70	0 0.00	1 1.70
	ORS Content Manager	Dan Barrett	0 0.00	3 1.19	0 0.00	3 1.19
		Les Roberts	0 0.00	4 2.55	0 0.00	4 2.55
		Pam Lee	0 0.00	1 0.79	0 0.00	1 0.79
		Assigned to Individual Total	0 0.00	8 1.82	0 0.00	8 1.82
	Rural Central Desktop Support	Gerald Adams	0 0.00	45 0.20	0 0.00	45 0.20
		Jay Barfuss	0 0.00	6 0.35	0 0.00	6 0.35
		Jeremy Standifird	0 0.00	11 0.39	0 0.00	11 0.39
		Jessica Purcell	0 0.00	7 0.00	0 0.00	7 0.00
		John Donaldson	0 0.00	4 2.45	0 0.00	4 2.45
		Paul Petersen	0 0.00	41 1.78	0 0.00	41 1.78

Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural Central Desktop Support	Robert Case	0 0.00	69 0.46	0 0.00	69 0.46
		Rod Montoya	0 0.00	1 0.27	0 0.00	1 0.27
		Ron LeBaron	0 0.00	14 0.65	0 0.00	14 0.65
		Todd Hardy	0 0.00	3 2.68	0 0.00	3 2.68
		Troy Morris	0 0.00	19 0.90	0 0.00	19 0.90
		Assigned to Individual Total	0 0.00	220 0.75	0 0.00	220 0.75
	Rural North Desktop Support	Dane Smith	0 0.00	11 0.08	0 0.00	11 0.08
		Kelly Warren	0 0.00	5 0.00	0 0.00	5 0.00
		Kim Ratushniak	0 0.00	17 0.31	0 0.00	17 0.31
		Lori Hartzell	0 0.00	12 1.20	0 0.00	12 1.20
		Neil Smedley	0 0.00	13 0.69	0 0.00	13 0.69
		Rodney Peterson	0 0.00	1 0.00	0 0.00	1 0.00
		Ruston McKay	0 0.00	54 0.25	0 0.00	54 0.25
		Ryan Casey	0 0.00	15 0.85	0 0.00	15 0.85

Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural North Desktop Support	Wayne Higgs	0 0.00	4 0.16	0 0.00	4 0.16
		Assigned to Individual Total	0 0.00	132 0.43	0 0.00	132 0.43
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 1.30	0 0.00	1 1.30
		Dan Anthony	0 0.00	4 0.67	0 0.00	4 0.67
		Doug Thornton	0 0.00	5 0.69	0 0.00	5 0.69
		Joel Finlinson	0 0.00	3 0.06	0 0.00	3 0.06
		Julie Christensen	0 0.00	1 1.04	0 0.00	1 1.04
		Lance Nay	0 0.00	24 0.00	0 0.00	24 0.00
		Lane Adams	0 0.00	4 0.53	0 0.00	4 0.53
		Ryan Bennett	0 0.00	1 0.43	0 0.00	1 0.43
		Scott Jesienouski	0 0.00	6 0.21	0 0.00	6 0.21
		Silas Aitchison	0 0.00	17 0.64	0 0.00	17 0.64
		Assigned to Individual Total	0 0.00	66 0.35	0 0.00	66 0.35
	Strategic Communications	Luis Larios	0 0.00	2 10.15	0 0.00	2 10.15

Human Services

			High	Low	Medium	ATTR Total
Human Services	Strategic Communications	**Assigned to Individual Total**	0 0.00	2 10.15	0 0.00	2 10.15
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	2 25.97	0 0.00	2 25.97
		Assigned to Individual Total	0 0.00	2 25.97	0 0.00	2 25.97
	USIIS Outreach	Tavish Paulsen	0 0.00	1 1.41	0 0.00	1 1.41
		Assigned to Individual Total	0 0.00	1 1.41	0 0.00	1 1.41
	Voice Operations	Gail Christiansen	0 0.00	10 0.46	0 0.00	10 0.46
		James Gifford	0 0.00	1 0.23	0 0.00	1 0.23
		Julie Sabato	0 0.00	3 0.00	0 0.00	3 0.00
		Kelly Johnson	0 0.00	1 0.86	0 0.00	1 0.86
		Leon Owen	1 0.09	2 0.04	0 0.00	3 0.05
		None	0 0.00	1 0.88	0 0.00	1 0.88
		Romanza Hamblin Sorensen	1 0.12	25 0.60	2 0.09	28 0.55
		Assigned to Individual Total	2 0.10	43 0.50	2 0.09	47 0.47
	Voice/Data/WAN Services	Art Scott	0 0.00	4 0.78	0 0.00	4 0.78

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			High	Low	Medium	ATTR Total
Human Services	Voice/Data/WAN Services	Mark Thomas	0 0.00	2 0.43	0 0.00	2 0.43
		Mike Johnson	0 0.00	1 0.97	0 0.00	1 0.97
		Spencer Blodgett	0 0.00	1 0.83	0 0.00	1 0.83
		T Artis	0 0.00	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total	0 0.00	9 0.66	0 0.00	9 0.66
	Assigned Group Total		5 3.46	2,043 1.92	7 0.98	2,055 1.92
Customer Company Total			5 3.46	2,043 1.92	7 0.98	2,055 1.92

Human Services						

Detail

Incident	Caller / Group	Category	Type	Item	Priority / Status	SLA	Duration
INC000000590652	Diane Moore	Application	None	Novell GroupWise		TIR Missed: No	0.15
	Application Services	Tony Larsen	Human Services		Low	Closed	TTR Missed: No	2.98
INC000000604075	Chuck Berglund	Mobile Devices	Error	iPhone		TIR Missed: Yes	20.16
	Application Services	Tony Larsen	Human Services		Low	Resolved	TTR Missed: Yes	20.22
INC000000606782	Jennifer Jamalkowski	Application	Error	Gmail		TIR Missed: Yes	13.68
	Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed: Yes	13.80
INC000000609182	Justina Flesher	Application	None	Gmail		TIR Missed: Yes	37.89
	Technical Lead/Project Manager	Martin Gonzalez	Human Services		Low	Closed	TTR Missed: Yes	51.80
INC000000611648	Chris Packard	Application	None	Gmail		TIR Missed: Yes	255.59
	Application Services	Tony Larsen	Human Services		Low	Closed	TTR Missed: Yes	288.06
INC000000612464	Scott (Robert) Buys	Application	Error	Gmail		TIR Missed: Yes	5.29
	Application Services	Danielle Hood	Human Services		Low	Closed	TTR Missed: No	5.29
INC000000612620	Rae Atkinson	Application	None	Gmail		TIR Missed: Yes	7.46
	Application Services	Martin Gonzalez	Human Services		Low	Closed	TTR Missed: Yes	7.53
INC000000614591	Jennifer McCourt	Application	None	Gmail		TIR Missed: Yes	6.92
	Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed: Yes	6.93
INC000000615678	Troy Davis	Application	None	Gmail		TIR Missed: Yes	29.49
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: Yes	143.65
INC000000617073	Sifa Tafisi	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.64
INC000000617916	Rafawn Rogers	Application	Error	Gmail		TIR Missed: Yes	3.30
	Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: Yes	17.37
INC000000619048	Sheri DeVore	None	None	Gmail		TIR Missed: Yes	3.55
	Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No	3.55
INC000000619837	Judy Hull	Application	None	Novell GroupWise		TIR Missed: Yes	48.89
	Application Services	Tony Larsen	Human Services		Low	Closed	TTR Missed: Yes	51.98
INC000000620099	Tracy Larsen	Application	None	Gmail		TIR Missed: Yes	159.21
	Application Services	Martin Gonzalez	Human Services		Low	Closed	TTR Missed: Yes	193.51
INC000000620579	Mary Alexis Hall	Application	Error	Google Chrome		TIR Missed: No	0.57
	Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	4.75
INC000000621404	Barnel Fail	Application	None	Gmail		TIR Missed: Yes	6.62
	Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed: Yes	6.68

Human Services

Incident	Reporter	Category	Sub-Category	Product		TIR / TTR Missed		Value
INC000000621653	Kristopher Foltz	None	None	None		TIR Missed: Yes		2.07
Capitol Hosting	Mike Tyrrell	Human Services		Low	Resolved	TTR Missed: Yes		257.19
INC000000621661	Beverly Johnstone	None	None	None		TIR Missed: No		0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No		1.00
INC000000622265	Jason Burton	Application	None	Gmail		TIR Missed: Yes		130.65
Application Services	Martin Gonzalez	Human Services		Low	Closed	TTR Missed: Yes		166.24
INC000000622783	Charles Bentley	Application	None	Gmail		TIR Missed: No		0.98
Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed: Yes		214.18
INC000000622798	Jeff Marrott	Application	None	Gmail		TIR Missed: Yes		80.28
Application Services	Martin Gonzalez	Human Services		Low	Closed	TTR Missed: Yes		159.23
INC000000623790	Vickie Nelson	Application	None	Gmail		TIR Missed: Yes		147.94
Application Services	Paul Lundell	Human Services		Low	Resolved	TTR Missed: Yes		201.20
INC000000624000	Melissa Foulger	Application	Error	Gmail		TIR Missed: Yes		148.47
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: Yes		148.47
INC000000625072	Melissa Foulger	Application	None	Gmail		TIR Missed: Yes		138.77
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: Yes		138.77
INC000000625112	Jeanmarie Morris	PC/Laptop	Performance	Microsoft Word		TIR Missed: No		0.78
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No		0.78
INC000000625142	Susan Goodman	Mobile Devices	Error	Gmail		TIR Missed: Yes		1.35
Application Services	Danielle Hood	Human Services		Low	Closed	TTR Missed: Yes		26.86
INC000000625846	Theyvena Sanders	Application	Error	None		TIR Missed: No		0.60
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: Yes		8.35
INC000000625922	Misty Bringhurst	None	None	None		TIR Missed: No		0.13
Rural South Desktop Support	Lane Adams	Human Services		Low	Resolved	TTR Missed: No		0.54
INC000000625992	Don Campbell	Remote Connectivity	Performance	None		TIR Missed: No		0.00
Voice/Data/WAN Services	Mike Johnson	Human Services		Low	Resolved	TTR Missed: No		0.97
INC000000626063	Cheryl Sorensen	None	None	None		TIR Missed: No		0.19
Rural South Desktop Support	Scott Jesienouski	Human Services		Low	Closed	TTR Missed: No		0.19
INC000000626205	Chris Packard	Mobile Devices	Error	Ipads		TIR Missed: No		0.09
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No		0.09
INC000000626386	Bretton Hartvigsen	Application	Error	Gmail		TIR Missed: No		0.35
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No		0.35
INC000000626603	Shylo Pickeral	Network	Incident	Novell ConsoleOne		TIR Missed: No		0.00
Application Services	Tony Larsen	Human Services		Low	Closed	TTR Missed: No		0.00

Human Services

Incident	Name	Category 1	Category 2	Category 3			TIR/TTR Missed		Hours
INC000000626697	Michele Crookston	None	None	None			TIR Missed: No		0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low		Closed	TTR Missed: No		0.14
INC000000626994	Kati Wheatley	None	None	None			TIR Missed: No		0.54
	Application Services	Danielle Hood	Human Services	Low		Closed	TTR Missed: Yes		118.05
INC000000627302	Kevin Jackson	Network	None	None			TIR Missed: No		0.34
	Metro B Help Desk	Todd Manning	Human Services	Low		Closed	TTR Missed: No		0.34
INC000000627350	Angie Watterson	None	None	SAFE			TIR Missed: No		0.00
	Metro B Desktop Support	Mike Wilde	Human Services	Low		Closed	TTR Missed: Yes		6.72
INC000000627371	Jeanne Godfrey	None	None	Gmail			TIR Missed: No		0.26
	Application Services	Danielle Hood	Human Services	Low		Closed	TTR Missed: Yes		99.07
INC000000627532	Stephanie O Nelson	Application	Error	None			TIR Missed: Yes		1.74
	Rural Central Desktop Support	Troy Morris	Human Services	Low		Closed	TTR Missed: No		1.99
INC000000627758	Carolyn Barrett	None	None	None			TIR Missed: No		0.36
	Metro A Desktop Support	Mike Beynon	Human Services	Low		Closed	TTR Missed: No		0.36
INC000000627851	Sheryl St Clair	Mobile Devices	Error	Novell GroupWise PDA Connec			TIR Missed: Yes		1.55
	Application Services	Danielle Hood	Human Services	Low		Closed	TTR Missed: Yes		100.55
INC000000628189	Angela McCourt	Mobile Devices	None	None			TIR Missed: Yes		52.13
	Application Services	Danielle Hood	Human Services	Low		Closed	TTR Missed: Yes		52.35
INC000000628248	Kit Kounthong	None	None	None			TIR Missed: No		0.30
	Rural North Desktop Support	Neil Smedley	Human Services	Low		Closed	TTR Missed: No		0.30
INC000000628559	Delbert Beddoes	PC/Laptop	Performance	None			TIR Missed: No		0.15
	Rural Central Desktop Support	Robert Case	Human Services	Low		Closed	TTR Missed: No		0.15
INC000000628861	Lindsay Harris	Application	None	None			TIR Missed: No		0.81
	Application Services	Tony Larsen	Human Services	Low		Closed	TTR Missed: Yes		28.55
INC000000629030	Tammy Wood	Application	None	Citrix ICA Client			TIR Missed: Yes		3.51
	Application Services	Tony Larsen	Human Services	Low		Closed	TTR Missed: Yes		25.52
INC000000629221	Alicia Koehler	Network	None	None			TIR Missed: No		0.60
	Metro B Help Desk	Val Shepherd	Human Services	Low		Closed	TTR Missed: No		0.62
INC000000629227	Janene Parry	None	None	None			TIR Missed: Yes		11.87
	Metro B Help Desk	Val Shepherd	Human Services	Low		Closed	TTR Missed: Yes		14.66
INC000000629239	Char Jones	Network	None	IManager			TIR Missed: No		0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low		Closed	TTR Missed: No		0.00
INC000000629564	Andrea Frandsen	Application	Error	SAFE			TIR Missed: No		0.43
	Rural Central Desktop Support	Paul Petersen	Human Services	Low		Closed	TTR Missed: No		0.91

| **Human Services** | | | | | | |

INC000000629591	Jacque Illguth	Application	None	Content Manager	TIR Missed: No	0.07
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000629636	Talia Egbert	Application	Error	None	TIR Missed: No	0.16
Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000629754	Gary Webb	None	None	None	TIR Missed: No	0.48
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000629763	Shannon Black	None	None	None	TIR Missed: No	0.28
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	2.43
INC000000629781	Cherie Root	Application	Error	Gmail	TIR Missed: No	0.14
Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	25.23
INC000000629935	Erin H Stephens	Application	None	Gmail	TIR Missed: Yes	4.56
Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	22.05
INC000000629950	Colette Tasker	Application	Error	SAFE	TIR Missed: No	0.78
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000629987	Clarissa Blackmer	Mobile Devices	None	Gmail	TIR Missed: Yes	2.93
Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	20.05
INC000000629997	Livingstone Tauvao	Mobile Devices	None	iPhone	TIR Missed: Yes	1.33
Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	1.35
INC000000630007	Tony Valek	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.22
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.99
INC000000630135	Derek Killian	Application	Password	Utah Master Directory	TIR Missed: No	0.02
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000630276	Chris Pacheco	None	None	None	TIR Missed: No	0.84
Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	5.86
INC000000630308	Natalie Cornell	None	None	None	TIR Missed: No	0.44
Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000630355	Trisha Reynolds	PC/Laptop	None	None	TIR Missed: No	0.31
Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	4.03
INC000000630369	Justina Flesher	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	
INC000000630380	Carolyn Barrett	None	None	SAFE	TIR Missed: No	0.26
Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000630399	Cheryl Burgan	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	0.14

Human Services

INC000000630430	Christina Bradshaw	Application	Reporting	Medicaid Managed Information		TIR Missed: No	0.41
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000630431	Rosan Radford	None	None	None		TIR Missed: No	0.59
Metro B Desktop Support		Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.87
INC000000630506	Teresa Church	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630548	John Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk		Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630558	Geniel Evenson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk		Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630564	Bret Hardy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630565	Nathan Cruz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk		Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630567	Tammie Godfrey	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630572	Judy Hammer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630575	Stephanie Higbee	None	None	None		TIR Missed: No	0.00
Enterprise Security		Dan Cook	Human Services	Low	Closed	TTR Missed: Yes	36.00
INC000000630580	Kelli Karpakis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630585	April Conti	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630597	Cami Hadley	None	None	None		TIR Missed: No	0.09
Metro B Desktop Support		Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000630602	Corey Doolan	None	None	SAFE		TIR Missed: No	0.55
Rural North Desktop Support		Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000630603	Vickie Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630610	Manuel Gonzales	PC/Laptop	Error	None		TIR Missed: Yes	1.15
Rural North Desktop Support		Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	1.46
INC000000630612	Susan Burke	None	None	Adobe Acrobat		TIR Missed: No	0.11
Metro B Desktop Support		Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.11

Human Services

Incident	Name	Type	Sub	Item	Status 1	Status 2	TIR/TTR Missed	Value
INC000000630623	Shellene West	Application	None	PGP			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000630641	Tonia Turpin	Application	Password	Utah Master Directory			TIR Missed: No	0.30
	Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.30
INC000000630650	Marva Anderson	None	None	Internet Explorer			TIR Missed: No	0.47
	Network Operations	Jared Elzinga	Human Services		Low	Closed	TTR Missed: No	0.98
INC000000630659	Amy Hall	Application	None	Novell eDirectory			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000630668	Robert W Johnson	PC/Laptop	None	ZENworks for Desktops			TIR Missed: No	0.96
	Rural South Desktop Support	Silas Aitchison	Human Services		Low	Closed	TTR Missed: No	1.60
INC000000630677	Pat Montanez	None	None	Cisco AnyConnect VPN Client			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000630678	Susan U Green	Application	None	Novell eDirectory			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000630679	Shauna Iverson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000630690	Sean Green	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000630705	Carol E Loumeau	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000630713	Lisa Wilcock	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000630717	Shelly Park	None	None	None			TIR Missed: No	0.17
	Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	1.41
INC000000630718	Teresa Carr	Application	Password	Utah Master Directory			TIR Missed: No	0.40
	Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.40
INC000000630726	Brent Perry	Application	Password	DB2 Query Management Facility			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000630728	DeAnn Karratti	Application	Password	Utah Master Directory			TIR Missed: No	0.41
	Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.41
INC000000630729	DeAnn Karratti	Application	Password	Utah Master Directory			TIR Missed: No	0.41
	Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.41
INC000000630734	Scott Olsen	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000630740	Jay Sorensen	Telecom	Call/Receive	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000630758	Justina Flesher	None	None	None		TIR Missed: No	0.48
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000630778	Fernando Lopez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630784	Mary Hyland	None	None	None		TIR Missed: Yes	5.94
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: Yes	6.87
INC000000630787	Mary Jensen	Application	None	None		TIR Missed: No	0.74
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.74
INC000000630789	Tom Darais	Telecom	None	None		TIR Missed: No	0.47
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000630796	Jennifer Bodily	Application	Error	ZENworks for Desktops		TIR Missed: No	0.44
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000630798	Stacie Pohahau	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630801	Stacey Luna	None	None	None		TIR Missed: No	0.15
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	4.02
INC000000630803	Nancy Alfaro	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630819	Laadan Gharagozloo	PC/Laptop	Performance	None		TIR Missed: No	0.83
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.83
INC000000630822	Chris Hoffman	None	None	None		TIR Missed: Yes	1.49
	ORS Content Manager	Les Roberts	Human Services	Low	Closed	TTR Missed: No	1.49
INC000000630835	Micah Bulloch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630842	Kari Korous	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630854	Geniel Evenson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630866	Stephanie Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000630873	Jennette Stone	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000630886	Susan Eddy	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630890	Delma Martinez	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630901	Sandra Reed	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630906	Stephanie Quintana	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630909	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630912	Cherilyn Webster	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630913	Lisa D Evans	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630918	Julie Bingham	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630930	Alrae Snyder	Application	Error	Gmail	TIR Missed: No	0.16
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.28

INC000000630934	Megan Lindsay	PC/Laptop	Error	None	TIR Missed: No	0.89
Rural South Desktop Support		Silas Aitchison	Human Services	Low	Closed	TTR Missed: No	0.89

INC000000630943	Cherri Joy	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630949	Allyson Dopp	None	None	None	TIR Missed: No	0.05
Metro B Desktop Support		Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.06

INC000000630953	Nancy Perez	None	None	Droid	TIR Missed: No	0.26
Application Services		Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	53.08

INC000000630960	Sherry Lemmon	Application	Error	Citrix ICA Client	TIR Missed: No	0.81
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.92

INC000000630966	Alease Guymon	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630976	Annie Baum	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000630983	Jim Love	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support		Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Product		Priority	Status	SLA	Time
INC000000630991	Katie Jensen	Mobile Devices	Error	Novell Client for 32-bit Windows				TIR Missed: No	0.14
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	0.21
INC000000630994	Taylor Stark	Mainframe	Password	BlueZone				TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000630997	Sherrie Pendleton	None	None	None				TIR Missed: No	0.14
	Operations Production Control	Cal Brinton	Human Services			Low	Closed	TTR Missed: No	0.19
INC000000631003	Anna Owen	Network	Incident	Novell ConsoleOne				TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	0.27
INC000000631018	Janet Kinder	None	None	None				TIR Missed: No	0.24
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed: No	0.24
INC000000631038	Tamera Weis	Print/Copy/Scan/Fax	Queue	None				TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000631042	Sara Visser	Application	Error	None				TIR Missed: No	0.12
	Rural North Desktop Support	Neil Smedley	Human Services			Low	Closed	TTR Missed: No	0.12
INC000000631052	Matthew Bezzant	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000631054	Jill Richan	None	None	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000631063	Matt Reed	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000631064	Stan Allan	Application	Error	SAFE				TIR Missed: No	0.38
	Metro B Help Desk	Todd Manning	Human Services			Low	Closed	TTR Missed: No	0.47
INC000000631068	Peter Johansson	None	None	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services			Low	Closed	TTR Missed: No	
INC000000631071	Peter Johansson	None	None	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services			Low	Resolved	TTR Missed: No	
INC000000631081	Tia Clay	None	None	None				TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services			Low	Closed	TTR Missed: No	0.66
INC000000631085	Betty Meyer	Application	Password	Citrix ICA Client				TIR Missed: No	0.16
	Metro B Help Desk	Todd Manning	Human Services			Low	Closed	TTR Missed: No	0.19
INC000000631088	Larry Bottrell	Application	None	Gmail				TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000631091	Caron Hacker	Application	None	Gmail				TIR Missed: Yes	48.19
	Application Services	Danielle Hood	Human Services			Low	Closed	TTR Missed: Yes	50.19

Human Services

INC000000631098	Laurie Vigil	Application	None	None		TIR Missed: No		0.45
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No		3.14
INC000000631112	Lorraine Lindley	None	None	None		TIR Missed: No		0.00
Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000631113	Chris Hoffman	None	None	None		TIR Missed: No		0.07
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No		0.17
INC000000631126	Vanessa Jarrell	Application	Error	Gmail		TIR Missed: No		0.41
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No		0.41
INC000000631145	lilian gilbert	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000631152	Stacey Luna	None	None	None		TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000631171	Nancy Gould	Network	None	None		TIR Missed: No		0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No		1.00
INC000000631172	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
Rural North Desktop Support	Kelly Warren	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000631174	Aimee mclean	None	None	None		TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		
INC000000631175	Dana Guertin	Application	Password	Citrix ICA Client		TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000631185	Candice Winward	Mainframe	Password	BlueZone		TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000631199	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000631214	Deborah Sirles	None	None	None		TIR Missed: No		0.19
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No		0.20
INC000000631217	Kyle Goudie	Application	Error	Gmail		TIR Missed: Yes		47.15
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: Yes		47.15
INC000000631221	Jann Nishimoto	None	None	None		TIR Missed: No		0.13
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: Yes		6.34
INC000000631232	Clara So	Telecom	Hardware	Telephone		TIR Missed: No		0.10
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No		0.34
INC000000631242	Kiersten Bushman	PC/Laptop	None	None		TIR Missed: No		0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No		0.71

Human Services

INC000000631244	Trisha Coburn	Application	None	SAFE	TIR Missed: No	0.31
Metro B Help Desk	Todd Manning		Human Services	Low	Closed	TTR Missed: No	0.34

INC000000631254	Mel Castillo	None	None	None	TIR Missed: No	0.16
Metro B Desktop Support	Jay Locker		Human Services	Low	Closed	TTR Missed: No	1.56

INC000000631256	Megan K Smith	PC/Laptop	Password	None	TIR Missed: No	0.29
Rural Central Desktop Support	Robert Case		Human Services	Low	Closed	TTR Missed: No	0.29

INC000000631259	Jessica Coombs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning		Human Services	Low	Closed	TTR Missed: No	0.00

INC000000631261	Misty Bringhurst	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning		Human Services	Low	Closed	TTR Missed: No	0.00

INC000000631265	Henrietta Appling	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning		Human Services	Low	Closed	TTR Missed: No	0.00

INC000000631274	Jenny Fuchs	Telecom	None	None	TIR Missed: No	0.00
Voice Operations	Julie Sabato		Human Services	Low	Closed	TTR Missed: No	0.00

INC000000631315	Kristy Bate	Telecom	None	None	TIR Missed: No	0.00
Voice Operations	Julie Sabato		Human Services	Low	Closed	TTR Missed: No	0.00

INC000000631326	Elizabeth Baker	None	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	1.12

INC000000631327	Frank Garcia	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham		Human Services	Low	Closed	TTR Missed: No	0.00

INC000000631365	Chris Wride	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00

INC000000631366	Natalie Holt	Telecom	Dial Tone	Telephone	TIR Missed: No	0.35
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.93

INC000000631367	Paul Jordan	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro A Desktop Support	Mike Beynon		Human Services	Low	Closed	TTR Missed: No	0.00

INC000000631374	Mark Strebel	Application	None	None	TIR Missed: No	0.09
Metro B Desktop Support	Mike Wilde		Human Services	Low	Closed	TTR Missed: No	0.09

INC000000631381	Vickie Jones	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel		Human Services	Low	Closed	TTR Missed: No	0.00

INC000000631382	Tami Long	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00

INC000000631391	Shirley Coulter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham		Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Type	Category	Item			Value 1	Value 2
INC000000631393	Amy Hutchinson	Application	Password	Citrix ICA Client	TIR Missed: No		0.00	
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631395	Roxanne Scoggan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631396	Faline Iorg	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631408	Vickie Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631409	Matthew Bezzant	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631421	Sherrie Pendleton	None	None	Kofax ImageControls	TIR Missed: No		0.93	
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	0.93	
INC000000631425	Shauna Iverson	Application	Password	None	TIR Missed: No		0.00	
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631427	Nathan Cruz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631429	Sherry Lemmon	Application	Error	Citrix ICA Client	TIR Missed: No		0.43	
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.74	
INC000000631431	Katie Jensen	Application	None	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631432	Tami Long	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631433	Shellie O Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631434	Toby Vlaanderen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631439	Alan R Misbach	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00	
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.10	
INC000000631441	Holly Reeves	Application	Error	SAFE	TIR Missed: No		0.50	
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.15	
INC000000631457	Kimberly Hyde	None	None	None	TIR Missed: No		0.00	
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000631468	Jamie John	Application	None	ZENworks for Desktops	TIR Missed: No		0.23	
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: Yes	11.30	

Human Services

INC000000631471	Rick Birrell	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000631486	Heidi Hansen	None	None	None		TIR Missed:	No	0.00
Metro C Desktop Support		Benjamin Moore	Human Services	Low	Closed	TTR Missed:	No	4.42
INC000000631498	Curtis Giles	Application	None	Gmail		TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000631499	Curtis Giles	Application	None	Gmail		TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000631504	Shirley Bleazard	Application	None	ZENworks for Desktops		TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000631512	Cathy Miller	None	None	Department of Public Safety Re	TIR Missed:	No	0.00
Rural North Desktop Support		Ryan Casey	Human Services	Low	Closed	TTR Missed:	No	1.14
INC000000631514	Kevin King	None	None	None		TIR Missed:	No	0.00
Rural Central Desktop Support		Troy Morris	Human Services	Low	Closed	TTR Missed:	No	0.60
INC000000631523	Marva Anderson	PC/Laptop	Error	Microsoft Windows 7		TIR Missed:	No	0.43
Rural South Desktop Support		Ryan Bennett	Human Services	Low	Closed	TTR Missed:	No	0.43
INC000000631532	Libby Oseguera	Application	Password	Public Meeting / Notice Web Sit	TIR Missed:	No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000631534	Janice Gee	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000631536	Jason Haber	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.04
Voice Operations		Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed:	No	0.43
INC000000631549	Eli Valenzuela	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000631558	Mark Scott	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000631559	Karen Nielsen	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000631561	Kyla Openshaw	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.25
Metro B Desktop Support		Tyler Pearce	Human Services	Low	Closed	TTR Missed:	No	0.96
INC000000631563	Melissa Baide	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Help Desk		Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000631565	Melissa Baide	PC/Laptop	None	None		TIR Missed:	No	0.18
Metro B Desktop Support		Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.23

Human Services

INC000000631574	Wendy Cottrell	Application	None	SAFE	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.50
INC000000631585	Cyndi Cox	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000631589	Mary Wilder	None	None	Microsoft Windows 7	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	
INC000000631594	Szudia Bragg	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000631610	Aimee mclean	Network	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000631647	Kali Holliday	Application	None	Utah Master Directory	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000631654	Elizabeth Baker	Network	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000631662	Ginger Flowers	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000631667	Nathan Steimle	None	None	DB2 Query Management Facility	TIR Missed:	No	0.25
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000631679	Suzanne Beckstead	PC/Laptop	None	None	TIR Missed:	Yes	1.78
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	1.78
INC000000631687	Kati Bagley	None	None	None	TIR Missed:	No	0.15
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.00
INC000000631697	Lesa Willhard	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000631702	Scott Abeyta	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000631708	Sheri M Morris	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000631719	Fernando Lopez	None	None	None	TIR Missed:	No	0.63
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.63
INC000000631721	Rosalva Guzman	None	None	SAFE	TIR Missed:	No	0.36
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.36
INC000000631726	Delayne Heinhold	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Sub-Category	Product	Priority	Status	TIR Missed	TTR Missed	Value 1	Value 2
INC000000631738	Geraldine Apel	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00	
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No		0.00	
INC000000631746	LaDawn Teuscher	Application	None	Microsoft Word			TIR Missed: No		0.00	
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00	
INC000000631748	Pat Montanez	None	None	None			TIR Missed: No		0.10	
	Application Support	Justin Rasmussen	Human Services		Low	Closed	TTR Missed: No		0.17	
INC000000631749	Susan Steffee	None	None	Utah Criminal Justice Informatio			TIR Missed: No		0.69	
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No		0.73	
INC000000631750	Amanda Marin	None	None	None			TIR Missed: No		0.45	
	Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No		0.57	
INC000000631759	Janet Hongsyvilay	None	None	None			TIR Missed: No		0.00	
	Metro B Hosting	Justin Rasmussen	Human Services		Low	Closed	TTR Missed: No		0.02	
INC000000631760	Janet Hongsyvilay	Application	None	Novell Client for 32-bit Windows			TIR Missed: No		0.52	
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No		1.16	
INC000000631770	Frank Garcia	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00	
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No		0.00	
INC000000631784	Dan Barrett	Network	Password	None			TIR Missed: No		0.27	
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.27	
INC000000631798	Luara Mair	Application	Error	None			TIR Missed: No		0.00	
	Rural Central Desktop Support	Todd Hardy	Human Services		Low	Closed	TTR Missed: No		5.62	
INC000000631805	Antonette Salazar	Application	Password	Utah Criminal Justice Informatio			TIR Missed: No		0.00	
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00	
INC000000631813	Annette Monson	Application	Error	SAFE			TIR Missed: No		0.00	
	Rural Central Desktop Support	Jeremy Standifird	Human Services		Low	Closed	TTR Missed: No		0.11	
INC000000631815	Lynn Sanderson	Mobile Devices	None	None			TIR Missed: No		0.00	
	Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No		1.87	
INC000000631819	Bonnie Santacruz	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00	
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00	
INC000000631823	David Jones	None	None	Cisco Network Assistant			TIR Missed: Yes		1.18	
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No		1.18	
INC000000631827	Sterling Vlietstra	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00	
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00	
INC000000631834	Amy Gibbs	Application	Error	Microsoft Windows 7			TIR Missed: No		0.31	
	Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No		0.31	

Human Services

Incident	Requester	Category	Type	Item		Status	TIR/TTR Missed	Value
INC000000631853	Melanie Loper	None	None	None			TIR Missed: No	0.27
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.41
INC000000631857	David Solum	Server	None	None			TIR Missed: No	0.21
	Capitol Hosting	Mycah Mattox	Human Services		Low	Closed	TTR Missed: No	0.21
INC000000631872	Kendra Harrington	Network	Incident	Novell ConsoleOne			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000631878	Melanie Loper	None	None	None			TIR Missed: No	0.08
	Rural North Desktop Support	Lori Hartzell	Human Services		Low	Resolved	TTR Missed: No	0.08
INC000000631881	Laurie Vigil	Application	None	DB2 Query Management Facility			TIR Missed: No	0.40
	Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.92
INC000000631896	Michael Benedict	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000631898	Elizabeth Baker	Application	Password	Cisco AnyConnect VPN Client			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000631901	Leslie Clark	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000631915	Leslie Clark	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000631957	Becky Martinez	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.04
INC000000631958	Frank Garcia	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000631960	Michael Benedict	Network	Password	Gmail			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000631964	Judy A Peterson	Application	Password	ZENworks for Desktops			TIR Missed: Yes	2.04
	Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	2.04
INC000000631973	Dan Barrett	None	None	BlueZone			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000631980	Julie Bingham	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000631982	Melissa Baide	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000631983	Melissa Baide	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000631988	Kimberly Saxton	Telecom	Dial Tone	Telephone			TIR Missed: No	0.09
	Voice Operations	Leon Owen	Human Services	High	Closed		TTR Missed: No	0.09
INC000000631991	Heather Fischer	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632003	Georgina Trujillo	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632007	Janis Widdison	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.36
INC000000632008	Jason Burton	Application	None	Adobe Acrobat			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632011	Edith Martinez	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632012	Susan Riggs	Mainframe	Password	BlueZone			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632023	Lindy Cobb	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632024	Nancy Mikkelsen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632027	James Larson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632029	Jill McKinlay	Application	Error	None			TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632030	Jill Hipwell	Network	None	None			TIR Missed: No	0.17
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed		TTR Missed: No	0.17
INC000000632032	Celeste LaBorde	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632033	Gerrie Dixon	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000632037	Kelle Shearer	PC/Laptop	None	None			TIR Missed: No	0.28
	Rural South Desktop Support	Dan Anthony	Human Services	Low	Closed		TTR Missed: No	0.28
INC000000632045	Martin Roundy	Application	None	SAFE			TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.54
INC000000632048	Brent Lambeth	Application	Error	None			TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed		TTR Missed: No	0.00

Human Services

INC000000632050	Shauna Iverson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632062	Kendra Harrington	PC/Laptop	None	None	TIR Missed:	No	0.11
Rural Central Desktop Support		Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000632066	Terri Norton	Application	None	State Payroll Time Entry System	TIR Missed:	No	0.00
Help Desk		Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632073	Chris Morton	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632075	Anastacia Fa'atoafe	Application	Password	Utah Master Directory	TIR Missed:	No	0.59
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000632081	Geraldine Apel	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632128	Linda Wininger	Application	None	Gmail	TIR Missed:	Yes	1.80
Enterprise Security		Dan Cook	Human Services	Low	Resolved	TTR Missed: No	1.80
INC000000632131	Vanessa Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632134	Lisa Bruno	Application	None	Gmail	TIR Missed:	Yes	40.77
Application Services		Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: Yes	40.78
INC000000632151	Laureen Wilson	None	None	Cisco AnyConnect VPN Client	TIR Missed:	No	0.11
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000632152	Paula Nelson	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk		Liz Evans	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000632153	Michele Garrick	Application	Password	Utah Master Directory	TIR Missed:	No	0.11
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000632164	Joy Stover	Application	Password	PGP	TIR Missed:	No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632171	Jonathan Christopher Harr	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632173	Susan U Green	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632177	Susan Goodman	Mobile Devices	None	None	TIR Missed:	Yes	4.64
Application Services		Dustin Crump	Human Services	Low	Closed	TTR Missed: No	4.64
INC000000632178	Adam Workman	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	System	TIR/TTR		Value
INC000000632190	Denise Chandler	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632192	Joann Murphy	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632195	Terri Norton	Application	Error	State Payroll Time Entry System	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632199	Lea Reaves	PC/Laptop	None	None	TIR Missed:	No	0.08
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	0.41
INC000000632200	Abigail Bodily	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632202	Melanie Reynolds	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632203	Ginger L Belone	Application	Password	Utah Master Directory	TIR Missed:	No	0.35
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.76
INC000000632204	Janet Hongsyvilay	Application	Error	None	TIR Missed:	Yes	1.18
Application Support	Tim Corless	Human Services	Low	Closed	TTR Missed:	Yes	14.95
INC000000632205	Darcy Anderson	PC/Laptop	Hardware	None	TIR Missed:	No	0.19
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.25
INC000000632208	Peggy Matlin	Application	None	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632228	Nuuausala Lopati	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632232	Jill V Bell	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	1.12
INC000000632235	Mark Fitu	Application	None	Utah Master Directory	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632251	Kimberly Clements	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632252	Kathy Wilcox	Application	None	Adobe Connect	TIR Missed:	No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632257	Ginger Flowers	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000632277	Janet Froelich	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000632292	Rainey Boateng	Telecom	Voice Mail	Telephone		TIR Missed: No	0.38
Voice Operations		Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000632300	Terri Norton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632302	Josie Angerhofer	None	None	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632318	Pat Montanez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632322	Scott (Robert) Buys	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632326	Lee Castillo	Application	Password	Citrix ICA Client		TIR Missed: No	0.23
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000632332	Heidi Valdez	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632334	Julia Xanthos	None	None	None		TIR Missed: No	0.07
Metro B Desktop Support		Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000632337	Kathryn Wright	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632340	Lani Busk	Application	Password	Utah Master Directory		TIR Missed: No	0.05
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000632343	Chris Morton	Application	Password	Active Directory		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632344	Heidi Valdez	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632348	Gilbert Hodges	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632350	Kimia Prince	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632355	Fisi Moleni	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632360	Donaciano Gurule	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632361	Fisi Moleni	Network	None	None		TIR Missed: No	0.11
Metro B Desktop Support		Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.37

Human Services

INC000000632364	Brion Terry	Application	None	Internet Explorer	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632368	Shaun Ford	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632379	Marcie Valenzuela	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632388	Holly Freestone	Application	Error	Adobe Reader	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632389	Franz Bryner	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632395	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632401	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632403	Tammy Nuttall	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632407	Janetta Galloway	PC/Laptop	Password	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632415	Brian C Jones	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632425	Candice Lukerbach	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632426	Alease Guymon	None	None	None	TIR Missed: Yes	5.98
ORS Content Manager	Les Roberts	Human Services	Low	Closed	TTR Missed: No	5.98
INC000000632431	Sharla Bayles	Application	Password	Citrix ICA Client	TIR Missed: No	0.45
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000632437	Gina Hatch	Application	None	Adobe Reader	TIR Missed: No	0.12
Rural South Desktop Support	Dan Anthony	Human Services	Low	Closed	TTR Missed: No	1.60
INC000000632457	Phillip Clark	Network	Password	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632468	Tamara Mendenhall	Network	Password	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000632469	Sandra Adams	Network	Password	Microsoft Office XP Professiona	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000632475	Sandy Nelson	Network	Password	None		TIR Missed:	No		0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed:	No		0.00
INC000000632476	Emily Williams	Application	Password	Utah Master Directory		TIR Missed:	No		0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No		0.00
INC000000632479	Ryan Scadden	Network	Password	None		TIR Missed:	No		0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed:	No		0.00
INC000000632509	John Lambert	None	None	None		TIR Missed:	No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No		0.00
INC000000632521	Ashley Dixon	Network	Password	None		TIR Missed:	No		0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed:	No		1.73
INC000000632524	Theresa May	Network	Password	None		TIR Missed:	No		0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed:	No		1.72
INC000000632538	Vicky Wallace	None	None	None		TIR Missed:	No		0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed:	No		0.08
INC000000632540	Amy Whittle	Application	None	RSA SecurID Software Token		TIR Missed:	No		0.57
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No		0.60
INC000000632552	Janet Hongsyvilay	Server	None	None		TIR Missed:	Yes		4.21
	Enterprise Security	Jay Watson	Human Services	Low	Resolved	TTR Missed:	Yes		48.93
INC000000632559	Angie Romero	None	None	None		TIR Missed:	No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No		0.00
INC000000632562	Steven Chen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No		0.00
INC000000632568	Shyanne King	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No		0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No		0.00
INC000000632572	Violet Secrest	Application	Password	DB2 Query Management Facility	TIR Missed:	No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No		0.00
INC000000632578	Marva Anderson	Network	None	None		TIR Missed:	No		0.12
	Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed:	No		0.12
INC000000632582	Henrietta Appling	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No		0.00
INC000000632599	Kristin Bell	PC/Laptop	None	None		TIR Missed:	No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No		0.00
INC000000632602	Tami Long	Network	None	None		TIR Missed:	No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No		0.00

Human Services							

INC000000632604	Henrietta Appling	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632606	Kyle Hillyard	Application	None	None		TIR Missed: No	0.00
Rural South Desktop Support		Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632610	Lori Savage	Application	Password	Citrix ICA Client		TIR Missed: No	0.78
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.83
INC000000632612	Aubrey Myers	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632620	Brent Platt	Network	Performance	None		TIR Missed: No	0.22
Metro B Desktop Support		Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000632623	Danny Thomas	Application	Password	Utah Master Directory		TIR Missed: Yes	1.53
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.59
INC000000632628	Richard Schade	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk		Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632634	Shauna Hair	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632635	Loretta Galvan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632639	Lisa Rios	Application	Error	Adobe Connect		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000632643	Theresa Oram	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632645	Stacey Luna	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632655	Xavier Tisdol	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632660	Vicky Turner	Network	None	None		TIR Missed: Yes	1.84
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.84
INC000000632662	Nancy Hurst	PC/Laptop	Error	None		TIR Missed: No	0.44
Rural South Desktop Support		Dan Anthony	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000632666	Linda Bassett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632673	Steve Brown	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.76
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	2.97

Human Services

Incident	Name	Category	Type	System		Priority	Status	TIR Missed		Value
INC000000632679	Mary Burgener	Mainframe	Password	BlueZone				TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed:	No	0.00
INC000000632686	Cindy Draper	PC/Laptop	Password	None				TIR Missed:	Yes	1.32
	Rural Central Desktop Support	Ron LeBaron	Human Services			Low	Closed	TTR Missed:	No	1.32
INC000000632697	Sonnie Yudell	None	None	Postini				TIR Missed:	No	0.25
	Application Services	Danielle Hood	Human Services			Low	Closed	TTR Missed:	No	0.32
INC000000632707	Deanne Evans	Network	Password	Novell Client for 32-bit Windows				TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed:	No	0.00
INC000000632728	Tammy Knight	Mainframe	Password	BlueZone				TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed:	No	0.00
INC000000632733	Kay Layton	Application	Password	Utah Master Directory				TIR Missed:	No	0.31
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed:	No	0.31
INC000000632735	Debbi Orwin	None	None	IPCC Express				TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed:	No	0.20
INC000000632756	Amanda Best	Network	Password	Novell Client for 32-bit Windows				TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services			Low	Closed	TTR Missed:	No	0.00
INC000000632765	Manu Taeoalii	Application	Password	Novell Client for 32-bit Windows				TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services			Low	Closed	TTR Missed:	No	0.00
INC000000632770	Kay Layton	Network	Incident	Novell ConsoleOne				TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services			Low	Closed	TTR Missed:	No	0.00
INC000000632782	Jill Stewart	Application	Error	None				TIR Missed:	No	0.42
	Rural South Desktop Support	Silas Aitchison	Human Services			Low	Closed	TTR Missed:	No	0.42
INC000000632803	Michelle Rawlinson	None	None	None				TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Human Services			Low	Closed	TTR Missed:	No	0.00
INC000000632839	Amy Tafoya	Application	Password	Employee Gateway				TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services			Low	Closed	TTR Missed:	No	0.00
INC000000632854	Joshua Andresen	None	None	None				TIR Missed:	No	0.03
	Rural South Desktop Support	Scott Jesienouski	Human Services			Low	Closed	TTR Missed:	No	0.03
INC000000632855	Darrin Lee	Telecom	None	None				TIR Missed:	No	0.20
	Voice Operations	Gail Christiansen	Human Services			Low	Closed	TTR Missed:	No	0.20
INC000000632857	Scott Beagley	Application	Error	State Payroll Time Entry System				TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services			Low	Closed	TTR Missed:	No	0.00
INC000000632860	Thomas Smith	Network	Password	Novell Client for 32-bit Windows				TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services			Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000632862	Christy Van Buskirk	Telecom	Hardware	None		TIR Missed: No	0.14
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000632872	Cynthia Akins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632873	Danny Thomas	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632876	Alden Carroll	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632883	Philip Rogich	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632890	Isileli Faletau	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	James Gifford	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000632895	Lori Jones	PC/Laptop	None	None		TIR Missed: No	0.34
	Metro B Desktop Support	Mike Sine	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000632897	Megan Goehring	None	None	None		TIR Missed: No	0.65
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000632899	Jennifer Stoltmann	Application	Password	Utah Master Directory		TIR Missed: No	0.82
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.84
INC000000632906	Amy Tafoya	Application	Error	SAFE		TIR Missed: No	0.70
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.70
INC000000632912	Carmen K Lloyd	Application	None	Gmail		TIR Missed: Yes	5.90
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: Yes	11.20
INC000000632913	Tiffani Valentine	Application	Password	Office of Recovery Services Infc		TIR Missed: No	0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000632922	Sharla Bayles	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632944	Reagan Peck	Application	Error	Gmail		TIR Missed: Yes	3.42
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	4.03
INC000000632952	Stacey Luna	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632956	Cara Ross	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000632959	Kerry Hansen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000632963	Kathy Anderson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000632968	Kamile Tonizzo	Network	None	None		TIR Missed: Yes		1.67
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No		1.67
INC000000632980	Lisa Bruno	None	None	Gmail		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000632983	Heather Casutt	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000632986	Marcia Fryer	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000633006	Janis Widdison	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000633022	Laureen Wilson	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000633023	Lindy Cobb	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000633024	Barbara Ruff	None	None	Adobe Acrobat		TIR Missed: No		0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No		0.79
INC000000633036	Tamara Larry	Telecom	None	None		TIR Missed: No		0.19
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No		0.53
INC000000633038	Sharon Turner	Application	None	Utah Master Directory		TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000633048	Gilbert Hodges	None	None	None		TIR Missed: No		0.02
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No		0.02
INC000000633057	Adam Workman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000633058	Geniel Evenson	None	None	SAFE		TIR Missed: No		0.11
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No		1.60
INC000000633063	Cathy Valerio	Application	Password	Citrix ICA Client		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000633065	Cathy Valerio	Application	Password	Citrix ICA Client		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000633073	Kristin S Perry	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No		0.00

Human Services

INC	Name	Type	Sub	System			TIR/TTR Missed		Value
INC000000633077	LaRee Oreilly	None	None	Gmail			TIR Missed:	No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.12
INC000000633078	Vicky Hatch Kaufmann	Application	Password	Citrix ICA Client			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000633080	Peter Osborn	None	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000633081	D'Lyn Mayne	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000633082	Laura Knight	Application	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000633084	Kris Shaw	Application	None	Citrix ICA Client			TIR Missed:	Yes	1.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	1.69
INC000000633087	Laurie Adams	None	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000633096	Wendy Naylor	Print/Copy/Scan/Fax	None	None			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000633101	Lisa Packard	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000633113	Melissa Riley	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000633115	Ernest Cuatto	Network	Password	None			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000633118	Megan Goehring	Network	None	None			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	
INC000000633126	Wendy Whiting	Application	None	ZENworks for Desktops			TIR Missed:	No	0.24
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed		TTR Missed:	No	0.24
INC000000633159	Erica Nelson	None	None	SAFE			TIR Missed:	No	0.60
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed:	No	0.60
INC000000633167	Lois Lemoine	Network	None	None			TIR Missed:	No	0.22
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed		TTR Missed:	No	0.22
INC000000633179	Debora Wawro	Application	Password	Gmail			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000633182	Brion Terry	Application	Password	DB2 Query Management Facility			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.00

Human Services

INC000000633202	Roseanna L Manu	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.10
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000633207	Karin Raso	None	None	Adobe Acrobat	TIR Missed:	No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.80
INC000000633209	Manu Eteaki	Application	Password	Gmail	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633210	Jennifer N Davis	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633220	James Faulkner	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633221	Bryant Christlieb	Application	None	SAFE	TIR Missed:	No	0.00
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000633223	Arlene Thomason	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	
INC000000633231	Patrick Burton	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633234	Libby Oseguera	None	None	None	TIR Missed:	No	0.58
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000633235	Ericka Turner	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed:	No	0.31
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	1.13
INC000000633237	Doug Crockett	Application	None	Microsoft Access	TIR Missed:	No	0.04
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000633238	Lorena Peterson	Application	Reporting	Gmail	TIR Missed:	No	0.30
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000633239	Patrick Burton	None	None	Internet Explorer	TIR Missed:	No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Human Services	Low	Closed	TTR Missed: No	0.83
INC000000633242	Lori Hughes	Application	None	SAFE	TIR Missed:	Yes	1.04
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	2.22
INC000000633245	Rick Platt	None	None	None	TIR Missed:	Yes	20.87
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: Yes	20.87
INC000000633247	Libby Oseguera	None	None	None	TIR Missed:	No	0.10
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	5.55
INC000000633260	Angela Fleming	Network	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000633261	Rebel Smith	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633266	Taylor Black	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633273	John Penney	Telecom	Hardware	Telephone	TIR Missed: No	0.54
Voice/Data/WAN Services		Art Scott	Human Services	Low	Closed	TTR Missed: No	0.54

INC000000633285	Mario Nieto	Network	Password	None	TIR Missed: No	0.21
Rural Central Desktop Support		Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.21

INC000000633290	Kent Warner	Application	None	None	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633302	Shauna Iverson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633324	Levi Veo	None	None	None	TIR Missed: No	0.00
Application Services		Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633337	Katie Jo Redd	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support		Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633350	Janet Hongsyvilay	Application	None	None	TIR Missed: No	0.00
ORS Adobe Support		Tim Corless	Human Services	Low	Closed	TTR Missed: Yes	8.05

INC000000633354	Dan Barrett	None	None	None	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633361	Rebecca Mullan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633368	John Wilson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.07
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.07

INC000000633370	Ming Wang	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633372	Cristina Duke	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633376	Dave Vailahi	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633385	Eva A Allen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000633393	Ming Wang	None	None	iPhone	TIR Missed: Yes	12.09
Application Services		Dustin Crump	Human Services	Low	Resolved	TTR Missed: Yes	12.11

Human Services

INC000000633395	Maciel Perea	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633398	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633425	Mary Burgener	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633430	Bonnie Francis	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633435	Saleima Pahulu	None	None	SAFE		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.10
INC000000633436	Mark Strebel	Application	None	Postini		TIR Missed: No	0.12
Technical Lead/Project Manager	Martin Gonzalez	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000633441	Tim Morganson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633446	Karma Limb	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633448	Cyndi Cox	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633452	Joshua Andresen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633455	Eva A Allen	PC/Laptop	Performance	None		TIR Missed: No	0.46
Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: No	2.01
INC000000633458	Janene Parry	Application	None	Gmail		TIR Missed: No	0.31
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.32
INC000000633460	Heidi Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Desktop Support	Benjamin Moore	Human Services		Low	Closed	TTR Missed: No	1.56
INC000000633475	Teresa Flores	Application	Error	ZENworks for Desktops		TIR Missed: No	0.33
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.50
INC000000633480	Jacque Illguth	Application	Password	PGP		TIR Missed: No	0.34
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.35
INC000000633486	Ming Wang	Application	Error	Gmail		TIR Missed: No	0.34
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.35
INC000000633493	Jennifer Elwood	None	None	None		TIR Missed: No	0.15
Metro B Desktop Support	Kraig Ellis	Human Services		Low	Closed	TTR Missed: No	0.74

Human Services

INC000000633501	Christopher Parry	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633502	Laura Pare	None	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.06
Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed:	No	0.10
INC000000633503	Mel Castillo	Application	None	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633507	Trisha Haslam	None	None	Street Atlas USA	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.08
INC000000633509	Teresa Carr	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633514	Merilee Wendell	Application	None	Content Manager	TIR Missed:	No	0.06
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.10
INC000000633517	Paul Jordan	Application	Password	PGP	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633521	Ashley Parrish	Application	Password	Utah Master Directory	TIR Missed:	No	0.36
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No	0.36
INC000000633524	Marty Robins	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633527	Paul Jordan	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633531	Andrew Trotter	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633532	Mayre Druce	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633534	Venyce martinez	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633537	Susan Tregaskis	Application	Password	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633555	Chris Stock	PC/Laptop	Error	None	TIR Missed:	Yes	3.85
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed:	No	3.85
INC000000633561	Delilah Thomas	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633591	Andrew Trotter	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed:	No	0.19
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed:	No	4.95

Human Services

INC000000633606	Tammy Knight	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633625	Sharon Timmons	None	None	Adobe Acrobat	TIR Missed: No	0.59
Metro B Desktop Support	Austin Farey	Human Services		Low	Closed	TTR Missed: No	0.59
INC000000633644	Todd M Smith	Application	None	Microsoft Excel	TIR Missed: No	0.18
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.18
INC000000633646	Becky Crosby	Software	Application	None	TIR Missed: Yes	1.30
Rural South Desktop Support	Cheri Oldham	Human Services		Low	Closed	TTR Missed: No	1.30
INC000000633659	Shamayne Russell	PC/Laptop	Error	None	TIR Missed: No	0.52
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	0.52
INC000000633661	Kathy Katsilas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633670	Mary Hyland	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633675	Lyla Kirby	PC/Laptop	Error	None	TIR Missed: Yes	1.14
Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: Yes	6.20
INC000000633684	D'Lyn Mayne	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633699	Scott Campbell	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.08
INC000000633709	Vicky Turner	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.20
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.28
INC000000633729	Rodney Karr	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633735	Corrie Miera	None	None	None	TIR Missed: No	0.24
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.31
INC000000633736	Josette Harding	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633741	Stephen Shafer	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000633746	Ming Wang	None	None	None	TIR Missed: No	0.18
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	0.32
INC000000633749	Lindsay Gonzalez	None	None	None	TIR Missed: Yes	1.25
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	1.25

Human Services

INC000000633757	Camey Roundy	None	None	None	TIR Missed:	Yes	1.07
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	1.07
INC000000633761	Chad Mcdonald	Application	Reporting	Microsoft Word	TIR Missed:	No	0.11
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed:	No	0.15
INC000000633764	Julie Williams	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633766	Ronda Jones	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633778	Nancy Newman	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633817	A Sue Taylor	Application	None	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633838	Tiffany Quintana	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633840	Tiffany Quintana	Application	None	Content Manager	TIR Missed:	No	0.17
ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed:	No	0.17
INC000000633846	Christopher Miller	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633864	Marne Bowden	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633869	Dan Barrett	Network	None	None	TIR Missed:	No	0.05
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.17
INC000000633875	Tony Nieto	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.34
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.34
INC000000633877	Joann Murphy	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633883	Craig Berntson	Network	None	None	TIR Missed:	No	0.09
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.09
INC000000633888	Scott (Robert) Buys	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633890	Scott (Robert) Buys	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000633897	Lori Draper-smith	None	None	SAFE	TIR Missed:	No	0.09
Metro C Desktop Support	Benjamin Moore	Human Services	Low	Closed	TTR Missed:	No	0.10

Human Services

INC000000633901	Rick Ericksen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633902	Rick Ericksen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633910	Kylie Stidham	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633912	Sara Conder	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633913	Ruth Hauser	None	None	SAFE		TIR Missed: No	0.07
Metro A Desktop Support	Mike Beynon		Human Services	Low	Closed	TTR Missed: No	0.07
INC000000633914	Shelly Park	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad		Human Services	Low	Closed	TTR Missed: No	0.15
INC000000633916	Kim A Gardner	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633922	Tom Medina	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633924	Tracy Cundick	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633927	Tracy Cundick	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633932	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633934	Spencer Hall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633948	Trena Adams	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.73
Metro A Desktop Support	Mike Beynon		Human Services	Low	Closed	TTR Missed: No	0.73
INC000000633979	Shandi Child	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633981	Xavier Tisdol	Network	None	None		TIR Missed: No	0.02
Metro B Help Desk	Val Shepherd		Human Services	Low	Closed	TTR Missed: No	0.02
INC000000633984	Judy Hammer	None	None	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli		Human Services	Low	Closed	TTR Missed: No	0.00
INC000000633993	Liz Wing	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen		Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000634039	Becky Gallegos	Application	Reporting	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000634045	Marcy Jensen	None	None	None	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634049	Jacque Illguth	Application	Password	PGP	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634054	Alexandra Urban	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634062	Philip Applegarth	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634064	Karla Daley	Network	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support		Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634072	Jim Gould	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634077	Justina Flesher	None	None	None	TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000634085	Jamie Johnson	Application	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634097	Delton Pugh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634114	Shauna Thomas	None	None	None	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634123	Kenneth Fambrough	Network	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	1.03
Rural Central Desktop Support		Robert Case	Human Services	Low	Closed	TTR Missed: No	2.34
INC000000634131	Terrie Basinger	None	None	Adobe Acrobat	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000634142	Dennis Brooks	Application	Password	PGP	TIR Missed: No	0.00
Rural Central Desktop Support		Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000634145	Jason Haber	Application	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000634148	Lisa Hampton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk		Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634162	Frank Long	Application	None	Active Directory	TIR Missed: Yes	1.11
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	5.14

Human Services

INC000000634167	Boyd Madsen	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000634169	Frank Long	None	None	None	TIR Missed: No	0.21
Metro B Desktop Support	Sean Chadbourne	Human Services		Low	Closed	TTR Missed: No	0.74
INC000000634174	Rick Birrell	None	None	None	TIR Missed: No	0.07
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	0.78
INC000000634188	Sifa Tafisi	None	None	None	TIR Missed: No	0.47
Metro B Desktop Support	Kraig Ellis	Human Services		Low	Closed	TTR Missed: No	0.47
INC000000634192	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000634196	Laureen Wilson	Network	Incident	None	TIR Missed: Yes	2.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	2.00
INC000000634201	Anna Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000634208	Tamara Bates	None	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.08
INC000000634209	Jennifer N Davis	Telecom	Call/Receive	None	TIR Missed: No	0.16
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No	0.43
INC000000634216	Desiree Steadman	PC/Laptop	Hardware	None	TIR Missed: No	0.14
Metro B Desktop Support	Kraig Ellis	Human Services		Low	Closed	TTR Missed: No	0.79
INC000000634217	Kristy Bate	Telecom	Voice Mail	Telephone	TIR Missed: No	0.09
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No	1.06
INC000000634218	Maggie Noyes	Application	Password	Citrix ICA Client	TIR Missed: Yes	2.12
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	2.16
INC000000634228	Nancy Nixon	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000634233	Rebecca Skinner	None	None	None	TIR Missed: No	0.47
Metro B Desktop Support	Kraig Ellis	Human Services		Low	Closed	TTR Missed: No	0.92
INC000000634243	Merilee Wendell	Application	None	Adobe Connect	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000634247	Tricia Aragon	Application	None	None	TIR Missed: Yes	1.50
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	5.52
INC000000634253	Tiffani Valentine	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.17

Human Services

INC000000634260	Greg Daniels	None	None	None			TIR Missed: No		0.00
	Rural South Desktop Support	Lane Adams	Human Services		Low	Closed	TTR Missed: No		0.03
INC000000634265	Loretta Campbell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634274	Cherilyn Webster	None	None	None			TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634281	Jason Haber	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No		0.22
	Metro B Desktop Support	Cody Flanders	Human Services		Low	Closed	TTR Missed: No		0.22
INC000000634282	Lisa D Evans	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634285	Melissa Baide	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634292	Loretta Campbell	Application	None	None			TIR Missed: Yes		1.23
	Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No		1.24
INC000000634293	Larry Mendez	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634309	Bart Schenck	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634311	Kathy Butt	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634321	Mel Castillo	None	None	None			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634330	Les Roberts	Application	Password	DB2 Query Management Facility			TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634336	Tiffani Valentine	Mainframe	Password	BlueZone			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634337	Saleima Pahulu	Application	Error	SAFE			TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634343	Amanda L Jensen	Application	Password	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Todd Hardy	Human Services		Low	Closed	TTR Missed: No		2.35
INC000000634356	Linda Obrien	Network	Incident	Novell ConsoleOne			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000634363	Heather Pearce	Application	None	SAFE			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No		2.23

Human Services

INC000000634365	Kent Warner	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634369	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634371	Becky Crosby	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634395	Lorilee Walters	Network	Error	None	TIR Missed:	No	0.18
Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed	TTR Missed:	No	0.18
INC000000634406	Patty Phillips	None	None	PGP	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634410	Shelly Balderston	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634413	Delilah Thomas	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634414	Kathleen Fife	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634481	Curtis Giles	Application	None	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634484	Curtis Giles	Application	None	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634491	Celeste LaBorde	None	None	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634493	Mike Derbidge	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634496	Brandee Nuzman	Application	None	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000634498	Stacey Boyd	None	None	None	TIR Missed:	No	0.08
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.08
INC000000634502	Heather Fischer	Application	Password	Citrix ICA Client	TIR Missed:	No	0.38
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.43
INC000000634506	Mary C Blackburn	None	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed:	No	0.35
INC000000634509	Scott (Robert) Buys	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000634512	Tamera Weis	None	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634514	Patricia Graff	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634516	Jason Davis	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634522	Ray Winger	PC/Laptop	Hardware	None		TIR Missed: No	0.48
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000634528	Jennifer N Davis	Application	None	None		TIR Missed: No	0.06
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000634531	Jeramie Rasmussen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634532	Arnell Wamsley	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634540	Heidi Jones	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634549	Jamie Hinsz	Application	Error	Gmail		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000634555	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634556	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634566	Karin A Armstrong	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	1.21
INC000000634569	David D Young	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634578	Celeste LaBorde	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634582	Leslee Butterfield	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634592	David Solum	Network	Performance	None		TIR Missed: No	0.32
	Capitol Hosting	Jake Vandenberghe	Human Services	Low	Closed	TTR Missed: No	0.67
INC000000634598	Valerie Lowery	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC	Name	Category	Type	Item	TIR Missed		Value
INC000000634609	Cynthia Akins	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634632	Nancy Nixon	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634654	Lisa Graham	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634720	DeAnn Karratti	Network	Password	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634752	Tasha Cheramie	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634756	Delton Pugh	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634758	Sandi Evans	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000634759	Karin A Armstrong	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634771	Paula May	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634784	Jill Colvin	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634787	Marina Sanchez	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634791	Bridgette Mair	None	None	Adobe Acrobat	TIR Missed:	No	0.34
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000634793	Scott Abeyta	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.30
INC000000634811	Tamera Weis	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634812	Carol Powell	None	None	Adobe Acrobat	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000634828	Mary Wilder	Telecom	Call Management	Telephone	TIR Missed:	No	0.09
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000634830	Robert Downing	Application	None	Gmail	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000634834	Marcie A Johnson	Application	None	None	TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634839	Melanie Loper	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk		Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634847	Jennifer Jamalkowski	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634856	Tammy L Davis	PC/Laptop	Performance	None	TIR Missed:	No	0.29
Rural North Desktop Support		Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000634863	Debbie Lockyer	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634868	Chuck Berglund	Network	None	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634871	Jana Darling	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634898	Vanessa Knickerbocker	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634904	Mayre Druce	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634912	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634920	Carol Powell	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634949	Gerrie Dixon	Application	Password	Content Manager	TIR Missed:	No	0.91
ORS Content Manager		Les Roberts	Human Services	Low	Closed	TTR Missed: No	0.91
INC000000634950	Pamela Higgins	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	Yes	1.05
Voice/Data/WAN Services		Art Scott	Human Services	Low	Closed	TTR Missed: No	2.21
INC000000634984	Lynn Pearson	None	None	SAFE	TIR Missed:	No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634986	Laura Garrard	None	None	None	TIR Missed:	No	0.00
Metro B Desktop Support		Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634988	Stephen Arnold	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000634991	Stephanie Hernandez	PC/Laptop	None	None	TIR Missed:	No	0.55
Rural North Desktop Support		Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.56

Human Services

INC000000635003	Sue Broadhead	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000635007	David A Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000635009	Pat Montanez	PC/Laptop	Hardware	None		TIR Missed: No		0.11
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No		0.13
INC000000635012	Serena Hubert	Network	Password	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No		4.58
INC000000635013	Chris Wride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000635018	Kelli Karpakis	Application	Password	Active Directory		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000635022	Justina Flesher	Application	None	None		TIR Missed: No		0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.04
INC000000635023	Nancy A Brittain	Network	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No		4.51
INC000000635030	Cai White	None	None	None		TIR Missed: Yes		1.33
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No		1.33
INC000000635036	Christopher Miller	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000635038	Toni Netzler	Application	Password	Active Directory		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000635039	Laurie Roderick	Application	Password	Citrix ICA Client		TIR Missed: No		0.22
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.27
INC000000635046	Justina Flesher	None	None	None		TIR Missed: No		0.21
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.44
INC000000635055	Dionn Nielsen	None	None	None		TIR Missed: No		0.07
	Metro B Desktop Support	Kraig Ellis	Human Services	Low	Closed	TTR Missed: No		0.26
INC000000635071	Stephanie Kenney	Application	Password	DB2 Query Management Facility		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000635072	Heidi Trujillo	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000635073	Shauna Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No		0.00

Human Services

INC000000635075	Shauna Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635083	Martin Roundy	Application	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services		Low	Closed	TTR Missed: No	0.76
INC000000635084	Catherine Worthington	Application	None	Adobe Connect		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635085	Kylie Stidham	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635086	Evelyn Cloward	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services		Low	Closed	TTR Missed: No	0.76
INC000000635095	Laurie Roderick	Application	Error	SAFE		TIR Missed: No	0.26
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.61
INC000000635110	Christie R Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635115	Billie Bell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635121	Aude Bermond Hamlet	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635129	Susan Burnett	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635135	Jennifer Jamalkowski	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	1.43
INC000000635141	Marta Bitton	Telecom	Dial Tone	Telephone		TIR Missed: No	0.35
Voice/Data/WAN Services	Art Scott	Human Services		Low	Closed	TTR Missed: No	0.38
INC000000635143	Drew Barton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635147	Shauna Thomas	None	None	None		TIR Missed: No	0.60
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.62
INC000000635153	Ken Ransom	None	None	None		TIR Missed: No	0.06
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.08
INC000000635156	Annita Kendall	Application	None	None		TIR Missed: Yes	1.02
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	1.02
INC000000635162	Tim Roberts	None	None	None		TIR Missed: No	0.82
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	1.57

Human Services

INC000000635165	Justina Flesher	None	None	None		TIR Missed: No	0.38
Application Services	Danielle Hood	Human Services	Low	Closed		TTR Missed: Yes	29.60
INC000000635172	Venyce martinez	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000635180	Rich Scheaffer	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Dane Smith	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000635182	Richard Youngberg	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000635186	Justina Flesher	None	None	None		TIR Missed: No	0.21
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.41
INC000000635191	Amanda L Jensen	Application	Password	Utah Master Directory		TIR Missed: Yes	1.08
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	1.14
INC000000635201	Matt J Southam	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000635217	Heather Pearce	Application	None	SAFE		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	1.29
INC000000635218	Arlene Thomason	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	1.35
INC000000635221	Nuchanaad Martin	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000635229	Roberta Myren	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000635230	Denise Bradshaw	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.16
INC000000635233	Megan Lindsay	Network	Performance	None		TIR Missed: Yes	1.78
Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed		TTR Missed: No	1.78
INC000000635237	Michael Blakey	Wireless Connectivity	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	1.09
INC000000635241	Matthew Lyman	PC/Laptop	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000635248	Dorie Farah	PC/Laptop	None	None		TIR Missed: No	0.13
Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed		TTR Missed: No	1.20
INC000000635251	Tara Jorgenson	Mobile Devices	None	iPhone		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	0.00

Human Services

Incident	Person	Category	Type	Product	Service		TIR/TTR Missed		Value
INC000000635253	Carol Black	Application	None	Utah Statewide Immunization In		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed:	No	
INC000000635255	Corinne Harryman	Application	Password	Utah Criminal Justice Informatio		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000635260	Giannina Mendieta	None	None	None		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000635265	Justina Flesher	None	None	None		TIR Missed:	No	0.36
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.46
INC000000635267	Carol Black	Application	Error	Utah Statewide Immunization In		TIR Missed:	Yes	1.41
	USIIS Outreach	Tavish Paulsen	Human Services		Low	Closed	TTR Missed:	No	1.41
INC000000635278	Toni Munson	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.13
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed:	No	0.58
INC000000635280	Connie Carvajal	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed:	No	0.21
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.34
INC000000635286	Jamie Howells	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000635294	Jacque Illguth	None	None	None		TIR Missed:	No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed:	No	1.58
INC000000635298	Trudy Decantu	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services		Low	Closed	TTR Missed:	No	0.16
INC000000635300	Joann Naylor	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services		Low	Closed	TTR Missed:	No	0.17
INC000000635302	Mike Fitch	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services		Low	Resolved	TTR Missed:	No	0.18
INC000000635303	Jeri Boyle	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000635314	Annita Kendall	Application	None	None		TIR Missed:	No	0.49
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed:	No	0.78
INC000000635320	Stephanie Sinju	Telecom	Hardware	Telephone		TIR Missed:	No	0.61
	Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed:	No	0.61
INC000000635322	Alease Guymon	Application	Password	Adobe Connect		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000635324	Carol Black	None	None	None		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.00

Human Services

Incident	Name	Category	Type	Product		TIR/TTR Missed		Value
INC000000635342	Susan Goodman	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed:	No	0.74
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed	TTR Missed:	No	0.74
INC000000635345	Leticia Dardon	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635349	Sherri S Hafen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635354	Linda Long	None	None	None		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635358	Rodney Karr	None	None	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635360	Scott Wells	None	None	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635372	Randell Joe	Network	Password	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed:	No	1.51
INC000000635391	Celeste LaBorde	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635401	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635402	Scott (Robert) Buys	Network	Incident	Novell ConsoleOne		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635403	Rick Ericksen	Network	Incident	Novell ConsoleOne		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635410	Brandi Duke	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635423	Ken Matheson	Application	None	Gmail		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.02
INC000000635428	Lori Jones	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635439	Marina Sanchez	Application	None	Adobe Connect		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635449	Rick Platt	Network	Error	Citrix ICA Client		TIR Missed:	No	0.66
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	1.55
INC000000635453	Kehlie Gomez	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000635457	Madhu Gundlapali	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635464	Madhu Gundlapali	PC/Laptop	Error	None		TIR Missed: Yes	1.04
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	1.19
INC000000635473	Kevin King	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635477	Brandie Olson	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635478	Patty Phillips	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635481	Victoria A. Peterson	None	None	None		TIR Missed: No	0.69
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	0.69
INC000000635484	Zac Christensen	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635491	Ericka Turner	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635493	Stephanie Stuart	None	None	None		TIR Missed: Yes	1.09
Rural North Desktop Support	Ryan Casey	Human Services		Low	Closed	TTR Missed: No	1.09
INC000000635495	Brandie Olson	Application	Error	SAFE		TIR Missed: No	0.34
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	0.96
INC000000635515	Tricia Haslam	Application	Error	Citrix ICA Client		TIR Missed: No	0.25
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.32
INC000000635521	Aubrey Myers	Application	Error	SAFE		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635524	Stacey Boyd	PC/Laptop	Hardware	None		TIR Missed: No	0.94
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	1.72
INC000000635533	Julia Xanthos	None	None	None		TIR Missed: No	0.40
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.40
INC000000635534	Shaun Ford	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635541	Kathleen Sims	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000635545	Alisa Alonzo	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000635549	Anna Owen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000635553	Lori Draper-smith	Application	Error	None	TIR Missed: No	0.00
Metro C Desktop Support	Ed Radke	Human Services		Low	Closed	TTR Missed: No	0.00

| INC000000635562 | Stacie Pohahau | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000635565 | Mary Wilder | None | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.43 |

| INC000000635568 | Kris Hansen | None | None | Utah Criminal Justice Informatio | TIR Missed: No | 0.17 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.29 |

| INC000000635576 | Andrea Strode | Network | None | None | TIR Missed: No | 0.12 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.12 |

| INC000000635586 | Judy Haswood | Application | Password | Utah Master Directory | TIR Missed: No | 0.30 |
| Help Desk | Julie VanBeekum | Human Services | | Low | Closed | TTR Missed: No | 0.51 |

| INC000000635593 | Ivana Meandzija | Network | Incident | Novell ConsoleOne | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000635598 | Linda Bassett | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro A Help Desk | Edward Fortner | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000635609 | Linda Bassett | None | None | None | TIR Missed: No | 0.40 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Closed | TTR Missed: No | 0.40 |

| INC000000635612 | Celeste LaBorde | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000635617 | Laureen Wilson | None | None | None | TIR Missed: No | 0.06 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.06 |

| INC000000635622 | Janet Froelich | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000635626 | Mike Derbidge | Application | Password | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000635635 | Deena Ott | Application | Password | Citrix ICA Client | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000635636 | Kathleen Sims | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000635639 | Janet Froelich | None | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Todd Manning | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

Human Services

Incident	Name	Category 1	Category 2	Item	TIR Missed		Value
INC000000635641	Rick Birrell	None	None	None	TIR Missed:	Yes	1.98
	Campus Networking	Jordy Davis	Human Services	Medium	Closed	TTR Missed: No	1.98
INC000000635661	Tammy Scarbrough	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635667	Lisa Jorgensen	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635669	Joann Murphy	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635676	Joann Murphy	Application	Error	Adobe Connect	TIR Missed:	No	0.22
	ORS Adobe Support	John Lowder	Human Services	Low	Closed	TTR Missed: No	0.89
INC000000635686	Clint Thurgood	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635689	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635690	Arlene Thomason	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635704	Victoria A. Peterson	Application	None	SAFE	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635720	Melissa Putnam	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635726	John H Thompson	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000635729	Mark Forbes	None	None	None	TIR Missed:	No	0.90
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.72
INC000000635733	Angela Morrill	Application	None	Gmail	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635735	Leann Wilber	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635738	Tim chivers	PC/Laptop	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000635760	Lars Moleni	None	None	None	TIR Missed:	No	0.18
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000635786	Karen Long	Network	Password	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Item		Priority	Status	TIR/TTR Missed	Value
INC000000635788	Randell Joe	None	None	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635790	Phillip Clark	Network	Password	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635793	Lilian Carroll	Application	Password	Utah Master Directory				TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635794	Lilian Carroll	Application	Password	Utah Master Directory				TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635795	Darrell Krueger	Application	Password	Utah Master Directory				TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635796	Darrell Krueger	Application	Password	Utah Master Directory				TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635805	Jennifer Peterson	None	None	None				TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635824	Siota Faumui	Network	Password	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635829	Annette Babisz	None	None	None				TIR Missed: No	0.32
	Application Services	Bill Felt	Human Services			High	Closed	TTR Missed: No	0.56
INC000000635835	rachel calvert	Application	None	None				TIR Missed: No	0.58
	Metro B Help Desk	Val Shepherd	Human Services			Low	Closed	TTR Missed: No	0.69
INC000000635839	Rita Munson	Network	Password	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635841	Sandra Hutchison	Application	Password	Utah Master Directory				TIR Missed: No	0.70
	Metro B Help Desk	Val Shepherd	Human Services			Low	Closed	TTR Missed: No	0.83
INC000000635842	Titilua Moors	Network	Password	None				TIR Missed: No	0.84
	Metro B Help Desk	Val Shepherd	Human Services			Low	Closed	TTR Missed: No	0.89
INC000000635846	Jonda Purper	Network	Password	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635856	Kay Layton	Application	Password	Utah Master Directory				TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635861	Dave Boel	None	None	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services			Low	Closed	TTR Missed: No	0.00
INC000000635876	Jennifer Wyllie	Network	Password	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services			Low	Closed	TTR Missed: No	0.49

Human Services

Incident	Name	Category	Type	Product		TIR/TTR	Missed	Hours
INC000000635884	Lori Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635886	Becky Gallegos	Application	Error	RSA SecurID Software Token		TIR Missed:	No	0.90
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	1.80
INC000000635889	Ken Matheson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635897	Jennifer B Larson	None	None	Gmail		TIR Missed:	No	0.97
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.97
INC000000635898	Ronald F Jacobson	None	None	RSA SecurID Software Token		TIR Missed:	No	0.65
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	1.37
INC000000635902	Michael Cox	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635907	Marva Anderson	None	None	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed:	No	0.05
INC000000635928	Tanya Schmidt	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635929	John W Thompson	PC/Laptop	Hardware	None		TIR Missed:	No	0.11
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	0.11
INC000000635932	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635933	John W Thompson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	Yes	1.79
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	2.43
INC000000635951	Richard Schade	Application	Password	Office of Recovery Services Infc		TIR Missed:	No	0.15
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.17
INC000000635952	Michelle Ann Pierson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.12
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed:	No	0.40
INC000000635954	Erik Holdaway	Telecom	None	None		TIR Missed:	No	0.37
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed:	No	0.50
INC000000635960	Melanie Rasmussen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635962	Judy Sanders	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000635964	Chad Midgley	Application	None	Microsoft Windows 7		TIR Missed:	No	0.29
	Metro B Desktop Support	Mike Sine	Human Services	Low	Closed	TTR Missed:	No	0.29

Human Services

Incident	Caller	Category	Type	Item	TIR Missed		Value
INC000000635977	Kit Kounthong	None	None	None	TIR Missed:	No	0.74
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed: No	0.74
INC000000635985	Lori Roper	PC/Laptop	Performance	None	TIR Missed:	No	0.08
	Metro B Desktop Support	Cody Flanders	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000635992	Lori Jones	Application	None	Microsoft Windows 7	TIR Missed:	No	0.16
	Metro B Desktop Support	Kraig Ellis	Human Services	Low	Closed	TTR Missed: No	0.49
INC000000635995	Lori Jones	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636001	Julie Clark	None	None	None	TIR Missed:	No	0.21
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000636006	Julie Clark	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636009	Eldred Owens	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636025	Julie Mortensen	None	None	Remedy Incident Management	TIR Missed:	No	0.40
	Help Desk	Dawn Wayment	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000636032	Mary Durfee	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636035	Terrie Basinger	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636036	Jody Eby	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636044	Adam Workman	None	None	None	TIR Missed:	No	0.18
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.29
INC000000636047	Terri Ruesch	PC/Laptop	Performance	None	TIR Missed:	No	0.06
	Metro B Desktop Support	Kraig Ellis	Human Services	Low	Closed	TTR Missed: Yes	12.01
INC000000636055	Lindsay Gledhill	Application	Password	Utah Master Directory	TIR Missed:	No	0.22
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000636061	Michael Blakey	Application	Error	Gmail	TIR Missed:	Yes	4.52
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	15.52
INC000000636062	joyce morgan-hanks	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed:	No	0.47
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.98
INC000000636063	Amanda Marin	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Item			TIR/TTR		Value
INC000000636077	Mark Brasher	Network	Incident	Novell ConsoleOne			TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636078	Anna Peterson	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636079	Kristy Bate	Telecom	Voice Mail	Telephone			TIR Missed:	No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed		TTR Missed:	No	0.79
INC000000636111	John W Thompson	Application	Password	Gmail			TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636124	Frank Long	None	None	None			TIR Missed:	No	0.04
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed		TTR Missed:	No	0.04
INC000000636132	Kristin C Strong	None	None	None			TIR Missed:	No	0.14
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed:	No	1.05
INC000000636136	Judy Sanders	Application	Password	Gmail			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636143	Lesa Willhard	None	None	None			TIR Missed:	No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed:	No	0.10
INC000000636145	Tahlia Cozzens	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636157	Jared Bunnell	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636167	Steven J Sorensen	None	None	None			TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636183	KC Whittaker	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636186	Sara Harris	Telecom	None	None			TIR Missed:	No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed		TTR Missed:	No	0.73
INC000000636188	Jody Eby	Network	Incident	Novell ConsoleOne			TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.67
INC000000636202	Justina Flesher	None	None	None			TIR Missed:	No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.33
INC000000636203	Cameron Cline	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636208	Jody Eby	None	None	None			TIR Missed:	No	0.54
	Voice Operations	Gail Christiansen	Human Services	Low	Closed		TTR Missed:	No	1.70

Human Services

INC000000636215	Valerie Lowery	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000636218	Tiffany Sandberg	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000636222	Jeanine Taylor	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000636245	Toni Davis	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000636255	Antero Jerry Gonzalez	Application	None	Adobe Reader		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000636281	Vicky Turner	PC/Laptop	Error	None		TIR Missed: No		0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.15
INC000000636283	Antonette Salazar	None	None	PGP		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.07
INC000000636284	Debbie Koew	Application	Password	Citrix ICA Client		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000636287	Deanna Braunberger	Application	Password	Citrix ICA Client		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000636290	Maria Alvarado-Gomez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000636296	Lori Roper	PC/Laptop	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000636300	Cristina Pena	Application	Error	SAFE		TIR Missed: No		0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No		0.23
INC000000636312	Evelyn Cloward	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No		0.05
INC000000636313	Giannina Mendieta	Application	Error	SAFE		TIR Missed: No		0.08
	Metro B Desktop Support	Cody Flanders	Human Services	Low	Resolved	TTR Missed: No		0.39
INC000000636330	Kevin Fernley	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000636331	Nicole Herrera	Network	Incident	Novell ConsoleOne		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.18
INC000000636333	Adrian Martinez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.25

Human Services

INC000000636342	Kendall Johnson	Telecom	None	None	TIR Missed: No	0.56
Network Operations	Chris Green	Human Services	Low	Closed	TTR Missed: No	0.56
INC000000636346	Eva Clarke	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636351	Esmeralda Malili	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636368	Rebecca Mullin	Application	Password	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636376	Chris Stock	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636380	Kathryn Tokle-Anderson	PC/Laptop	Error	None	TIR Missed: No	0.82
Rural South Desktop Support	Julie Christensen	Human Services	Low	Closed	TTR Missed: No	1.04
INC000000636399	Scott Campbell	Application	Error	Gmail	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636401	DJ Hicks	Network	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.93
INC000000636402	Nancy A Brittain	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.10
INC000000636404	Anna Reposa	None	None	None	TIR Missed: Yes	2.20
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	2.22
INC000000636410	Patricia Graff	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636411	Lamont Felt	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	2.46
INC000000636427	Annette Babisz	Application	None	Gmail	TIR Missed: Yes	1.30
Application Services	Martin Gonzalez	Human Services	High	Closed	TTR Missed: Yes	16.53
INC000000636429	Skyla Allen	None	None	None	TIR Missed: No	0.20
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000636436	Annette Babisz	Application	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	High	Closed	TTR Missed: No	0.00
INC000000636440	Beverly Clark	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636443	Justina Flesher	None	None	None	TIR Missed: No	0.27
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.39

Human Services

Incident	Name	Category	Type	Item			TIR/TTR		Value
INC000000636450	Kimberly Hyde	None	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636454	Nader Mikhail	None	None	None			TIR Missed:	No	0.00
	Mainframe Systems Support	Lester Aoki	Human Services	Medium	Closed		TTR Missed:	No	0.00
INC000000636457	Luanne Endres	None	None	None			TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636463	Nicole Laub	Application	Error	Internet Explorer			TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636465	Matthew Froelich	PC/Laptop	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed:	No	1.28
INC000000636470	Carol E Loumeau	None	None	Microsoft Excel			TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636480	Linda Campbell	None	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed:	No	
INC000000636485	Annette Orton	None	None	None			TIR Missed:	No	0.81
	Metro C Hosting	Stuart Roundy	Human Services	Low	Closed		TTR Missed:	No	0.81
INC000000636491	Vance Moe	Application	Password	Utah Master Directory			TIR Missed:	No	0.42
	Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed:	No	0.58
INC000000636495	Wendy Whiting	Application	Error	Gmail			TIR Missed:	No	0.00
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved		TTR Missed:	No	0.49
INC000000636498	Jarilyn Sterling	Application	Error	Data Warehouse			TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636515	Natalie Holt	Network	None	Novell ConsoleOne			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636535	Carol E Loumeau	None	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636536	Lilian Carroll	Network	Password	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636541	Sonja Nordstrom	None	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636550	Don Thompson	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000636552	Arnaldo Leon	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed		TTR Missed:	No	0.00

Human Services

INC000000636560	Jim Love	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636566	Don Thompson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636580	Tari Weaver	Application	None	Utah Master Directory	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636582	Jeanne Godfrey	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636589	Alexandra Urban	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636591	Del Bircher	None	None	PGP	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636608	Marilee Greenland	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636609	Sandra Sanduk	Application	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636610	Taylor Stark	PC/Laptop	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.01
INC000000636611	Marina Sanchez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636618	Casey Cole	None	None	Adobe Acrobat	TIR Missed: No	0.42
ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	2.77
INC000000636623	Faaeteete Apelu	Telecom	Voice Mail	Telephone	TIR Missed: No	0.00
Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636626	Victoria Nelson	PC/Laptop	Performance	None	TIR Missed: No	0.37
Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000636627	Dennis Brooks	PC/Laptop	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636630	Delton Pugh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636631	Gloria Kay	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636641	Krista Murphy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000636655	January Larsen	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636660	Pat Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636661	Lori Ramos	Application	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636673	Zeljka Borro	None	None	Internet Explorer	TIR Missed: Yes	1.61
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	3.08
INC000000636674	Paul Gehrke	None	None	None	TIR Missed: No	0.42
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.42
INC000000636683	Violet Secrest	Application	None	Adobe Connect	TIR Missed: No	0.34
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000636693	Toni V Wardle	PC/Laptop	Error	None	TIR Missed: No	0.38
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.59
INC000000636701	Lisa Peek	Application	Error	None	TIR Missed: No	0.54
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000636710	Jennifer M Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636714	Chris Hoffman	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636718	Terri Dixon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636720	Lamont Felt	Application	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	3.08
INC000000636726	Eric Jaehne	Application	Error	PGP	TIR Missed: No	0.31
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.36
INC000000636732	Tamera Weis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636733	Keith Brown	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.11
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000636739	Nancy Nixon	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636740	Steve Brown	None	None	None	TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000636741	Frank Bedolla	Application	Password	Utah Master Directory	TIR Missed: No		0.08
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000636749	Mau Fangupo	Application	Password	Utah Master Directory	TIR Missed: No		0.42
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.42
INC000000636754	Angela Bleggi	Application	Password	PGP	TIR Missed: No		0.42
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.66
INC000000636755	Susan Schirmer	Application	Error	Gmail	TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636758	Tumu Asuao	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636773	Alan R Misbach	Application	Reporting	None	TIR Missed: No		0.26
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.67
INC000000636777	Stacy Gibson	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636784	Chris Hoffman	Application	None	Adobe Connect	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636786	Angie Ward	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636800	Jamie Hayden	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636801	Andrea Jenkins	None	None	Gmail	TIR Missed: No		0.25
	Metro C Desktop Support	Benjamin Moore	Human Services	Low	Closed	TTR Missed: No	1.50
INC000000636805	Stacie Pohahau	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636807	Warren Malupo	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636810	Judy Hull	Application	Password	PGP	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636816	Blanca Loya	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636817	Vickki Carver	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636826	Holly Watson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000636831	Jill Mcafee	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636847	Tanya Albornoz	PC/Laptop	Hardware	None	TIR Missed: No	0.30
Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000636852	Adam Dover	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636879	Patrice Dozier	None	None	Adobe Acrobat	TIR Missed: No	0.28
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000636886	Lori Ramos	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636898	Jeanine Taylor	None	None	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	3.43
INC000000636905	Anita L Williams	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636907	Paula Lamb	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636910	Janetta Galloway	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636918	Eldred Owens	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636919	Alease Guymon	Application	Password	PGP	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636920	Adam Dover	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636929	Shancie Nance	PC/Laptop	None	None	TIR Missed: No	0.15
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000636931	Shancie Nance	Application	None	Adobe Acrobat	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636936	Kati Wheatley	None	None	None	TIR Missed: No	0.15
Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000636946	Christopher Pappas	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.11
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000636948	Carrie Worthen	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000636953	Laree Bybee	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636957	Denys Fedotov	Application	Password	Adobe Connect	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636964	Christine Harris	Application	None	Active Directory	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.20
INC000000636965	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000636968	Penny Weiss	Application	None	Active Directory	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.21
INC000000636979	Steven Harlow	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637007	Steve Wirick	None	None	None	TIR Missed: No	0.65
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000637008	Julie Wright	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637013	Bill Woolley	Application	Password	Utah Master Directory	TIR Missed: No	0.40
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000637021	Joann Naylor	Telecom	Hardware	Telephone	TIR Missed: No	0.21
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000637023	John S Larsen	None	None	None	TIR Missed: No	0.67
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.67
INC000000637036	Stacie Pohahau	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637040	Jody Eby	Network	Incident	None	TIR Missed: No	0.58
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000637042	Mel Castillo	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637056	Richard Cardon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637062	Margie Jorgensen	None	None	Novell Client for 32-bit Windows	TIR Missed: Yes	1.28
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.28
INC000000637064	Kathi Gunn	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Category 1	Category 2	Category 3	Queue / Assignee	Dept	Priority	Status	TIR/TTR Missed	Value
INC000000637071	Valerie King	None	None	None					TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case		Human Services			Low	Closed	TTR Missed: No	0.00
INC000000637074	Celeste LaBorde	None	None	None					TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel		Human Services			Low	Closed	TTR Missed: No	0.00
INC000000637087	Jody Eby	None	None	PGP					TIR Missed: No	0.34
	Metro B Desktop Support	Mike Wilde		Human Services			Low	Closed	TTR Missed: No	1.03
INC000000637088	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None					TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning		Human Services			Low	Closed	TTR Missed: No	0.00
INC000000637090	Karma J Belcher	None	None	None					TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel		Human Services			Low	Closed	TTR Missed: No	0.00
INC000000637104	Kimia Prince	None	None	Utah Criminal Justice Informatio					TIR Missed: No	0.51
	Metro B Help Desk	Todd Manning		Human Services			Low	Closed	TTR Missed: No	0.64
INC000000637107	Carol Black	None	None	None					TIR Missed: No	0.10
	Metro B Desktop Support	Mike Wilde		Human Services			Low	Closed	TTR Missed: No	0.10
INC000000637109	Carol Black	Network	Password	Novell Client for 32-bit Windows					TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning		Human Services			Low	Closed	TTR Missed: No	0.00
INC000000637111	Travis Lebaron	Network	Password	Novell Client for 32-bit Windows					TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning		Human Services			Low	Closed	TTR Missed: No	0.00
INC000000637134	Keith Davis	None	None	None					TIR Missed: No	0.55
	Metro B Desktop Support	Sean Chadbourne		Human Services			Low	Closed	TTR Missed: No	0.55
INC000000637146	Joann Naylor	Telecom	Hardware	Telephone					TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin Sorensen		Human Services			Low	Resolved	TTR Missed: No	0.23
INC000000637147	Sandra Downard	Application	Password	Citrix ICA Client					TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel		Human Services			Low	Closed	TTR Missed: No	0.00
INC000000637149	Michelle Ann Pierson	None	None	None					TIR Missed: No	0.00
	Operations Production Control	Duane Hardy		Human Services			Low	Closed	TTR Missed: No	0.00
INC000000637159	Denise Fairbourn	Application	None	Adobe Acrobat					TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd		Human Services			Low	Closed	TTR Missed: No	0.00
INC000000637166	Kati Wheatley	None	None	None					TIR Missed: No	0.10
	Voice Operations	Gail Christiansen		Human Services			Low	Closed	TTR Missed: No	0.10
INC000000637179	Denise Fairbourn	Application	None	ZENworks for Desktops					TIR Missed: No	0.02
	Metro B Desktop Support	Annice Valdez		Human Services			Low	Closed	TTR Missed: No	1.87
INC000000637200	Scott Jacobson	None	None	None					TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen		Human Services			Low	Closed	TTR Missed: No	3.13

Human Services

INC000000637201	Scott Jacobson	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Justin Rasmussen	Human Services		Low	Closed	TTR Missed: No	3.13
INC000000637203	Scott Jacobson	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Justin Rasmussen	Human Services		Low	Closed	TTR Missed: No	3.13
INC000000637207	Dawn Hollingsworth	Application	None	Gmail		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed: No	
INC000000637213	Georgina Trujillo	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637219	Lory Pond	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637228	Sean T Orton	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.08
Voice/Data/WAN Services	T Artis	Human Services		Low	Closed	TTR Missed: No	0.15
INC000000637242	Victoria A. Peterson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637245	Marty Robins	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637247	Lynda Thoreson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637280	Kehlie Gomez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637294	Gwynith Welch	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637297	Kathleen Fife	Application	Error	Gmail		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637305	Arnell Wamsley	None	None	Content Manager		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637309	Tammy Petrowski	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637312	Maria Catalini	Application	Error	PGP		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637313	Tammy Powell	PC/Laptop	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637316	Justin zenger	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000637317	Ken Stevens	Application	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637331	Meree Jacobsen	PC/Laptop	Password	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637352	Rosana Butler	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637365	Joe Peterson	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637368	Garry Townsend	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.31
INC000000637372	Julie Trujillo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637377	Ryan Stark	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637389	Charlene Wilde	Application	None	Microsoft Office Professional 20	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637416	Theresa Oram	Application	Error	Citrix ICA Client	TIR Missed: No	0.68
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.72
INC000000637424	Steven J Sorensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637426	Jenna Bloswick	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637431	Mel Castillo	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637433	Mel Castillo	None	None	Microsoft Word	TIR Missed: No	0.00
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637437	Jaime Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637439	Rick Birrell	None	None	None	TIR Missed: No	0.61
Capitol Hosting	Mike Tyrrell	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000637452	Thomas Edgar	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000637458	Cindy S Clark	None	None	SAFE	TIR Missed: Yes	2.05
Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No	2.05

Human Services

Incident	Name	Category	Type	Item	TIR Missed		TTR Missed		Value
INC000000637472	Kit Kounthong	None	None	None	TIR Missed: No				0.00
	Rural North Desktop Support	Ryan Casey	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637480	Lisa Olson	None	None	None	TIR Missed: No				0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637485	Jill Hipwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637486	Karen Mott	Mainframe	Password	BlueZone	TIR Missed: No				0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637488	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No				0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637489	Andrew Clement	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637494	Gale Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637505	Lory Pond	Mainframe	Password	BlueZone	TIR Missed: No				0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637515	Marcy Jensen	Application	Error	Internet Explorer	TIR Missed: No				0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637523	Erin Keranen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637527	Kim Saunders	Mobile Devices	Error	Gmail	TIR Missed: No				0.23
	Help Desk	Sarah Johnson	Human Services		Low	Closed	TTR Missed: Yes		8.26
INC000000637530	Denise Pearson	None	None	None	TIR Missed: Yes				1.41
	Rural South Desktop Support	Lane Adams	Human Services		Low	Closed	TTR Missed: No		1.41
INC000000637531	Rick Birrell	None	None	None	TIR Missed: No				0.07
	Metro B Desktop Support	Matthew Blunk	Human Services		Low	Closed	TTR Missed: No		0.18
INC000000637532	Loretta Campbell	Application	Error	Internet Explorer	TIR Missed: Yes				1.01
	Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No		1.03
INC000000637534	Gale Smith	None	None	None	TIR Missed: No				0.32
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No		0.32
INC000000637553	Janis Hurst	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000637564	Marcy Jensen	Application	None	Financial Information Network	TIR Missed: No				0.64
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		1.74

Human Services

INC000000637565	Sandi Andreen	PC/Laptop	Password	None		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637569	Janene Parry	Application	None	Gmail		TIR Missed: No	0.96
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	1.00
INC000000637581	Marcie Rogers	Application	None	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637584	Maria Catalini	Application	None	PGP		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	
INC000000637585	Vickie Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637594	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
Voice Operations	Leon Owen	Human Services		Low	Closed	TTR Missed: No	0.07
INC000000637599	Tracey Sloan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637600	Wanda Lundahl	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637604	Amber McCoy	None	None	None		TIR Missed: No	0.75
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.79
INC000000637617	Laura Allen	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637624	Justina Flesher	Network	None	Novell ConsoleOne		TIR Missed: No	0.22
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.87
INC000000637626	Stacey Boyd	PC/Laptop	Error	None		TIR Missed: No	0.95
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.95
INC000000637630	Bridgette Mair	None	None	None		TIR Missed: No	0.11
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.16
INC000000637636	Brian D Nelson	Application	Error	Gmail		TIR Missed: No	0.65
Application Services	Dustin Crump	Human Services		Medium	Closed	TTR Missed: No	3.66
INC000000637640	Marva Anderson	Network	Error	None		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000637642	Brian D Nelson	Application	Error	Gmail		TIR Missed: Yes	1.02
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No	1.04
INC000000637658	Bill Woolley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000637662	Courtney Shakespear	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000637671	Michael P Mower	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000637676	Tiffany Quintana	None	None	RSA SecurID Software Token	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000637698	Nancy Gould	PC/Laptop	None	Microsoft Windows 7	TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	0.71
INC000000637701	Nancy A Brittain	PC/Laptop	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	0.69
INC000000637704	Annette Babisz	Application	None	Novell GroupWise	TIR Missed:	Yes	5.74
Capitol Hosting	Conn Peterson	Human Services	Low	Resolved	TTR Missed:	Yes	88.63
INC000000637717	Jamie Hayden	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000637719	Jenny Snelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000637721	Tyler Petersen	Application	Reporting	PGP	TIR Missed:	No	0.26
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.36
INC000000637749	Maria Catalini	Network	Password	None	TIR Missed:	No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000637752	John H Thompson	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000637760	Jacque Illguth	None	None	Content Manager	TIR Missed:	Yes	1.70
ORS Case Imaging	Dan Barrett	Human Services	Low	Closed	TTR Missed:	No	1.70
INC000000637762	Justina Flesher	None	None	None	TIR Missed:	No	0.35
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.50
INC000000637765	Christine Nguyen	Application	None	Utah Master Directory	TIR Missed:	No	0.01
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.01
INC000000637772	Shawna Peterson	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000637773	Tyler Petersen	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000637774	Sandra Reed	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

Incident	Name	Category	Subcategory	Item			TIR/TTR	Missed	Value
INC000000637788	Janet Froelich	None	None	None			TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000637799	John S Larsen	None	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000637802	Debbie Stevens	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000637809	Tiffany Quintana	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed:	No	
INC000000637813	Janie Lopez	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000637817	Vickki Carver	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000637820	Sherrie Pendleton	Application	None	Gmail			TIR Missed:	No	0.00
	Application Services	Martin Gonzalez	Human Services		Low	Resolved	TTR Missed:	No	3.25
INC000000637833	Justina Flesher	None	None	None			TIR Missed:	No	0.14
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	0.27
INC000000637845	Karen Andersen	PC/Laptop	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed:	No	2.19
INC000000637860	Callie Gallacher	Network	Incident	Novell ConsoleOne			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000637872	Susie Bonn	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000637885	Taylor Stark	PC/Laptop	Hardware	None			TIR Missed:	No	0.07
	Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed:	No	0.07
INC000000637889	Janie Lopez	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.98
	Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed:	No	0.98
INC000000637904	Kay Layton	None	None	None			TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000637906	Christine Deary	Application	Password	DB2 Query Management Facility			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000637920	Tracey Sloan	Application	None	None			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000637922	Tami Fullerton	None	None	None			TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed:	No	0.00

Human Services

Incident	Name / Group	Category	Type	Item	TIR/TTR Missed	Value
INC000000637931	Frank Garcia Jr.	Network	Error	None	TIR Missed: Yes	2.43
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	2.43
INC000000637938	Preston Freitas	None	None	None	TIR Missed: No	0.23
	Operations Production Control	Duane Hardy	Human Services	Low Closed	TTR Missed: No	0.23
INC000000637942	Paige Pryor	Application	Error	None	TIR Missed: No	0.93
	Rural South Desktop Support	Silas Aitchison	Human Services	Low Resolved	TTR Missed: No	0.93
INC000000637948	Justina Flesher	Network	None	None	TIR Missed: Yes	2.20
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	2.20
INC000000637993	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000637994	Justina Flesher	Network	None	None	TIR Missed: Yes	1.40
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.40
INC000000637999	Casey Cole	None	None	None	TIR Missed: No	0.40
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	0.40
INC000000638001	Peter Johansson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
INC000000638002	Janis Nielson	PC/Laptop	None	None	TIR Missed: No	0.43
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	1.26
INC000000638007	Lars Moleni	Application	Password	Utah Master Directory	TIR Missed: Yes	1.09
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	1.09
INC000000638028	Corinne Harryman	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000638030	Rosana Butler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000638045	Erika L Marks	Network	None	None	TIR Missed: No	0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.52
INC000000638048	Jacob Fox	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000638053	Donna Jordan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Human Services	Low Closed	TTR Missed: No	0.00
INC000000638113	Brian Clement	Application	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Jeff Curtis	Human Services	Low Resolved	TTR Missed: No	0.03
INC000000638128	Jamie Van Noy	None	None	None	TIR Missed: No	0.06
	Rural North Desktop Support	Neil Smedley	Human Services	Low Closed	TTR Missed: No	5.52

Human Services

INC000000638130	Lisa Olson	Network	Password	None		TIR Missed: No		0.11
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000638142	Charlene Gorecki	PC/Laptop	Password	None		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000638148	Marcy Jensen	PC/Laptop	Error	None		TIR Missed: No		0.15
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.17
INC000000638151	Charlene Gorecki	Network	Password	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	1.09
INC000000638191	Marian Nielson	None	None	None		TIR Missed: No		0.08
	Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: No	0.35
INC000000638192	Kingi Tonga	Application	Password	Medicaid Managed Care System		TIR Missed: No		0.06
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.09
INC000000638204	Diane McCarty	Application	None	Action Request System		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000638213	Annie Bennett	Application	None	Gmail		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000638216	Korey Larsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000638217	Joseph Harmon	Application	Password	DB2 Query Management Facility		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000638219	Peggy Allen	Application	Reporting	PGP		TIR Missed: No		0.16
	Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	3.21
INC000000638244	Terrie Basinger	None	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000638251	Lory Pond	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.67
	Strategic Communications	Luis Larios	Human Services		Low	Resolved	TTR Missed: Yes	8.67
INC000000638262	Tamra Johnson	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000638263	Kelly Stapley	Telecom	None	None		TIR Missed: No		0.11
	Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No	0.33
INC000000638269	Pat Montanez	None	None	None		TIR Missed: No		0.05
	Metro B Desktop Support	Jay Locker	Human Services		Low	Resolved	TTR Missed: No	0.05
INC000000638273	Brandie Olson	Application	Error	Citrix ICA Client		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Item	TIR Missed		TTR Missed		Values
INC000000638279	Joe Brusatto	None	None	None			TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000638280	Justina Flesher	None	None	None			TIR Missed: No		0.20
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.34
INC000000638291	Anne Cazier	None	None	None			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000638292	Maria Catalini	Application	Error	PGP			TIR Missed: No		0.21
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		1.38
INC000000638294	Henrietta Appling	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No				0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000638298	Lory Pond	Network	Incident	Novell ConsoleOne			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		
INC000000638314	Greg Hullinger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000638315	Carolyn Barrett	Application	Error	SAFE			TIR Missed: No		0.26
	Metro A Desktop Support	Mike Beynon	Human Services		Low	Resolved	TTR Missed: No		0.26
INC000000638317	Barbara Gallegos	None	None	None			TIR Missed: No		0.57
	Metro A Desktop Support	Mike Beynon	Human Services		Low	Closed	TTR Missed: No		0.57
INC000000638321	Lisa Tarbox	Application	Password	DB2 Query Management Facility	TIR Missed: No				0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000638323	Lynne Lebaron	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000638328	Ivana Meandzija	Network	Incident	Novell ConsoleOne			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000638329	Ivana Meandzija	Network	Incident	Novell ConsoleOne			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000638335	Susan Goodman	Mobile Devices	Error	Droid			TIR Missed: Yes		1.01
	Application Services	Dustin Crump	Human Services		Low	Resolved	TTR Missed: No		2.02
INC000000638343	Damon Horne	PC/Laptop	Error	PGP			TIR Missed: No		0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No		2.07
INC000000638349	Sabrina Fivas	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000638353	Tom Darais	None	None	None			TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Closed	TTR Missed: No		0.00

Human Services

INC000000638354	Fanu Ulugalu	None	None	Google Chrome		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.22
INC000000638355	Joy Stover	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000638370	Brian Parkinson	PC/Laptop	Performance	None		TIR Missed: No		0.48
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No		0.48
INC000000638374	Gretchen Howell	Telecom	Call Management	Telephone		TIR Missed: No		0.11
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No		0.45
INC000000638380	Janie Lopez	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000638383	Kristina Bradford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000638391	Tracy Everett	Application	None	None		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000638401	Tami Fullerton	None	None	None		TIR Missed: No		0.38
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No		0.38
INC000000638415	Georgina Trujillo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000638431	Angie Watterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000638433	Scott Jacobson	None	None	None		TIR Missed: No		0.00
	Mainframe Systems Support	Lester Aoki	Human Services	Low	Closed	TTR Missed: No		0.05
INC000000638441	Sal Pahulu	Application	Error	SAFE		TIR Missed: No		0.41
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No		0.43
INC000000638456	Claudette Saunders	Mainframe	Error	BlueZone		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000638485	Jessi Calder	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No		0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000638487	Emily Maxfield	None	None	None		TIR Missed: No		0.17
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No		0.21
INC000000638497	Marti Carroll	Application	None	Citrix ICA Client		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No		0.00
INC000000638498	Jaime Johnson	Application	Error	None		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No		0.00

Human Services

| INC000000638501 | Sharla Bayles | Application | None | Gmail | TIR Missed: No | 0.35 |
| | Rural South Desktop Support | Dan Anthony | Human Services | Low | Closed | TTR Missed: No | 0.35 |

| INC000000638520 | Denise Pearson | Application | None | Citrix ICA Client | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000638532 | Michael Cox | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000638534 | Lory Pond | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000638555 | Christopher Scott | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000638577 | Kristie M VanWagoner | Application | Password | Citrix ICA Client | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000638579 | Melonie Brown | PC/Laptop | None | None | TIR Missed: No | 0.47 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 1.15 |

| INC000000638591 | Matthew Hoyal | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.18 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 1.45 |

| INC000000638602 | Karen Mott | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000638612 | Holly Everitt | Application | None | Utah Master Directory | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000638613 | Tina Lloyd | Network | Performance | None | TIR Missed: No | 0.25 |
| | Rural South Desktop Support | Silas Aitchison | Human Services | Low | Resolved | TTR Missed: No | 0.25 |

| INC000000638630 | Terri Ruesch | Application | None | Gmail | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | |

| INC000000638631 | Bryce Hansen | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.17 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.44 |

| INC000000638633 | Lisa Bruno | None | None | None | TIR Missed: No | 0.48 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.48 |

| INC000000638640 | Karla Daley | None | None | None | TIR Missed: No | 0.45 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.45 |

| INC000000638655 | Heather Barlow | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: No | 2.42 |

| INC000000638670 | Jill Stewart | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Closed | TTR Missed: No | 0.00 |

Human Services

INC000000638675	Richard Rawle	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638679	Shawna Peterson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638687	Debbie Kidman	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638714	Kimberly Saxton	Telecom	Feature	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Medium	Resolved	TTR Missed: No	0.10
INC000000638715	Summer Barnes	Telecom	None	None		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000638722	Kimberly Boykin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638723	Terry Snarr	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638730	Nyle Bennett	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638731	Pam Allred	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638732	Jennifer N Davis	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638740	Vicky Wallace	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638752	Michael Ah You	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638756	Judy Hammer	None	None	None		TIR Missed: No	0.79
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.79
INC000000638760	Susan Eddy	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638777	Arnaldo Leon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638803	Heather Rondorf	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638813	Jeanne McNeil	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000638823	James Larson	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638824	Sandra Harris	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000638841	Travis Patten	Network	Password	None		TIR Missed: Yes	1.60
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	2.10
INC000000638850	Gale Smith	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.64
INC000000638860	Melissa Riley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000638869	Liesa Stockdale	Application	None	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000638875	Susan Lindberg	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000638878	Britany A Nixon	None	None	None		TIR Missed: No	0.55
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	1.21
INC000000638885	Emily Roberts	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000638892	Anna Reposa	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000638905	Cynthia Akins	Network	None	None		TIR Missed: No	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.49
INC000000638916	Stephanie Valdez	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000638920	Edith Martinez	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000638923	Edith Mathis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000638935	Christine Nguyen	None	None	Office of Recovery Services Info		TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000638940	Jacey Miller	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000638948	Sarah Pratt	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000638954	Mel Castillo	None	None	None		TIR Missed: No	0.24
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved		TTR Missed: No	0.24
INC000000638959	Gale Smith	None	None	None		TIR Missed: No	0.79
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved		TTR Missed: No	1.07
INC000000638963	Nancy Alfaro	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000638975	Janis Hurst	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.90
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed: No	0.90
INC000000638981	Julienne Rhees	Telecom	None	None		TIR Missed: No	0.15
Voice Operations	Gail Christiansen	Human Services	Low	Resolved		TTR Missed: No	1.16
INC000000638988	Christie Howes	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000638991	Dorothy Maw	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000639007	Margaret Farrington	None	None	Adobe Acrobat		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.02
INC000000639012	Charmaine Bertrand	Telecom	None	None		TIR Missed: No	0.33
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved		TTR Missed: No	0.34
INC000000639014	Rebel Smith	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000639016	Sheri DeVore	Application	Password	Citrix ICA Client		TIR Missed: No	0.35
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.36
INC000000639045	Spencer Hall	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved		TTR Missed: No	0.70
INC000000639046	Tiffany Quintana	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000639075	Sheri DeVore	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.13
INC000000639077	Laura Liddell	PC/Laptop	Error	None		TIR Missed: No	0.25
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved		TTR Missed: No	0.25
INC000000639103	Shanel Long	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000639104	Traci Wilde	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000639125	Paul Avery	Application	None	SAFE		TIR Missed: No	0.20
Rural Central Desktop Support	Troy Morris	Human Services		Low	Resolved	TTR Missed: No	0.25
INC000000639126	Sharla Bayles	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639133	Wendy Whiting	PC/Laptop	Error	PGP		TIR Missed: No	0.65
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.68
INC000000639151	Faaeteete Apelu	Telecom	Feature	Telephone		TIR Missed: No	0.09
Voice Operations	Romanza Hamblin Sorensen	Human Services		Medium	Resolved	TTR Missed: No	0.09
INC000000639152	Chuck Berglund	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639153	Kathy Toro	Application	None	Citrix ICA Client		TIR Missed: No	0.17
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.22
INC000000639159	Lori Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639160	Shirley Bleazard	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639173	Gregory Porter	None	None	None		TIR Missed: No	0.62
Rural Central Desktop Support	Troy Morris	Human Services		Low	Resolved	TTR Missed: No	0.64
INC000000639177	Amanda Marin	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639181	Jacey Miller	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639190	Mark Brasher	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639192	Ceci Castillo	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639208	Jacey Miller	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639209	Jessica Cameron	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639210	Michael Murdock	PC/Laptop	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639220	Lillian Dopp	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Human Services		Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000639236	Paula Wing	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639237	Matthew Hadley	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639258	Kim Schultz	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639264	Karen Krommenhoek	EIS Hardware	None	None		TIR Missed: No	0.00
Strategic Communications	Luis Larios	Human Services		Low	Resolved	TTR Missed: Yes	11.63
INC000000639265	Adelay Duffin	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639269	Karin A Armstrong	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639270	David R Powell	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639271	David R Powell	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639286	Robert Carboni	None	None	None		TIR Missed: No	0.00
Application Services	Tony Larsen	Human Services		Low	Resolved	TTR Missed: No	3.55
INC000000639307	Dian Chivers	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639322	James Ako	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639323	James Ako	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639325	Reagan Peck	None	None	None		TIR Missed: No	0.00
Voice Operations	Julie Sabato	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639333	Paige Schultz	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639354	Tracy Cundick	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639355	Tracy Cundick	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639357	Tracy Cundick	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000639358	Tracy Cundick	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639359	Tracy Cundick	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639360	Tracy Cundick	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639362	Chris Metcalf	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639373	Rick Platt	None	None	None	TIR Missed: No	0.00
Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639388	Cameron Leach	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639391	Jacob Moore	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639392	Sue Broadhead	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639393	Sue Broadhead	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639407	Jenifer Braegger	None	None	None	TIR Missed: No	0.00
Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	1.77
INC000000639410	Linda Yeager	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639416	Garry Townsend	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639443	Monica Kitchens	Telecom	Dial Tone	Telephone	TIR Missed: No	0.00
Voice/Data/WAN Services	Art Scott	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639451	Jill Stewart	Application	Error	None	TIR Missed: No	0.37
Rural South Desktop Support	Silas Aitchison	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000639453	Christie Howes	Application	None	SAFE	TIR Missed: No	0.00
Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639456	Allen Randall	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639467	Sandra Sanduk	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000639475	Nancy Alfaro	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00

INC000000639477	Sherrie Pendleton	Application	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00

INC000000639478	Pamela Hadden	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No	0.17

INC000000639480	Amber McCoy	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00

INC000000639481	Eva Clarke	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00

INC000000639487	Mel Castillo	PC/Laptop	None	None	TIR Missed: No	0.06
Metro B Desktop Support	Austin Farey	Human Services		Low	Resolved	TTR Missed: No	0.07

INC000000639488	Danielle White	Application	None	Adobe Connect	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00

INC000000639491	Julienne Rhees	Application	Error	Gmail	TIR Missed: No	0.11
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	1.97

INC000000639498	Craig S Webb	Telecom	Call/Receive	Telephone	TIR Missed: No	0.69
Metro B Desktop Support	Jay Locker	Human Services		Low	Resolved	TTR Missed: No	1.76

INC000000639501	Eva Clarke	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00

INC000000639502	Linda Boyd-Melancon	Application	None	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00

INC000000639518	Elizabeth Baker	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.00

INC000000639525	Lindsay Gledhill	Application	Password	Utah Master Directory	TIR Missed: No	0.07
Help Desk	Brenda Treadway	Human Services		Low	Resolved	TTR Missed: No	0.07

INC000000639528	Vickie Jones	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00

INC000000639535	Bethany Votroubek	None	None	None	TIR Missed: No	0.53
Rural North Desktop Support	Ryan Casey	Human Services		Low	Resolved	TTR Missed: No	0.53

INC000000639544	Karen Ekker	Application	None	PGP	TIR Missed: Yes	2.40
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	2.69

INC000000639547	Tracy Hart	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000639559	Sheryl Poole	None	None	PGP	TIR Missed:	Yes	1.03
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	1.03
INC000000639561	Luanne Endres	Application	None	Gmail	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639565	Casey Preece	Application	Password	SAFE	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639568	Marcie Valenzuela	Telecom	Dial Tone	Telephone	TIR Missed:	No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Human Services	High	Resolved	TTR Missed: No	0.12
INC000000639571	Mary Hyland	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000639582	Manuel Romero	Mobile Devices	Error	Ipads	TIR Missed:	No	0.09
	Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: Yes	7.13
INC000000639593	Kerry Hansen	Application	Error	RSA SecurID Software Token	TIR Missed:	No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.53
INC000000639602	Robert Carboni	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639612	Arnell Wamsley	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639634	Ann Marie Anderson	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639647	Clint Thurgood	None	None	None	TIR Missed:	No	0.14
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	1.51
INC000000639653	Blane murray	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639656	Lisa Hood	Application	Error	Utah Statewide Immunization In	TIR Missed:	No	0.51
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.51
INC000000639659	Jackie Southwick	None	None	None	TIR Missed:	No	0.41
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000639661	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639662	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639671	Penny Rice	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Item	TIR Missed	TTR	Value
INC000000639682	Mavanie Vein	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639697	Douglas Nelson	None	None	None	TIR Missed: No		0.63
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000639716	Kirsten Jensen	Application	Error	None	TIR Missed: No		0.89
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.97
INC000000639717	Sandra Sanduk	Application	Password	None	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639725	Alan R Misbach	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.87
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.55
INC000000639736	Lisa St Louis	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000639737	Sarah Pomeroy	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639744	Mel Castillo	None	None	None	TIR Missed: No		0.06
	Metro B Desktop Support	Cody Flanders	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000639747	Justin Atwood	Network	Performance	Novell eDirectory	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639756	Tami Jones	Application	Error	SAFE	TIR Missed: No		0.61
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.71
INC000000639770	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639772	Yanoula Dounias	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639773	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639775	Jennifer Prevette	Application	Password	None	TIR Missed: No		0.81
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.81
INC000000639804	Terri Ruesch	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.05
	Metro B Desktop Support	Mike Sine	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000639808	Afa Tevaga	Application	Password	Utah Master Directory	TIR Missed: No		0.75
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.75
INC000000639816	Ella Lopez	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.19

| **Human Services** | | | | | | |

INC000000639824	Tiffany Sandberg	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639835	Tiffany Sandberg	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639836	Sandra Sanduk	Application	None	Content Manager	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639840	Blane Murray	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639855	Barbara Holstein	Application	Error	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	
INC000000639867	Lauren Judd	None	None	PGP	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639879	Laura Knight	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639915	Julie Williams	Application	Error	Office of Recovery Services Info	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639924	Carma Hemingway	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Duane Hardy	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639933	Marne Bowden	None	None	None	TIR Missed:	No	0.00
Application Support	Justin Rasmussen	Human Services		Low	Resolved	TTR Missed: No	0.79
INC000000639934	Venice Hampton	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639935	Shauna Hair	None	None	None	TIR Missed:	No	0.00
Application Support	Justin Rasmussen	Human Services		Low	Resolved	TTR Missed: No	0.78
INC000000639964	Sara Hinckley	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639965	Bo Adamson	Application	Reporting	Utah Master Directory	TIR Missed:	No	0.00
Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000639980	Shaunna Conder	None	None	None	TIR Missed:	Yes	2.47
ORS Content Manager	Dan Barrett	Human Services		Low	Resolved	TTR Missed: No	2.47
INC000000639983	Rick Platt	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.17
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Resolved	TTR Missed: No	0.43
INC000000639988	Jackie Stahler	Application	None	Gmail	TIR Missed:	Yes	2.42
Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: Yes	9.74

Human Services

INC000000639993	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000639996	Raul Galvan	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640003	Elizabeth Wright	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640019	Gwynith Welch	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk		James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640028	Susan Goodman	Mobile Devices	Error	Droid	TIR Missed: No	0.39
Rural South Desktop Support		Silas Aitchison	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000640030	Barry Richards	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640035	Karen Krommenhoek	None	None	None	TIR Missed: No	0.24
Metro B Desktop Support		Cody Flanders	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000640038	Justina Flesher	None	None	None	TIR Missed: No	0.37
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	1.43
INC000000640039	Elizabeth Wright	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640048	Elizabeth Wright	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640076	Jennifer Wagoner	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640078	Aude Bermond Hamlet	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640092	Nagareddy Yelti	Application	Password	Gmail	TIR Missed: No	0.00
Help Desk		James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640093	Talia Quartuccio	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640097	Laureen Wilson	Application	None	None	TIR Missed: No	0.72
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.72
INC000000640102	Lisa Aragon	Application	Reporting	RSA SecurID Software Token	TIR Missed: No	0.63
Metro B Desktop Support		Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.71
INC000000640103	Karen Ekker	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000640114	Rashelle Butcher	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.39
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000640117	Travis Broderick	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	0.62
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.07
INC000000640118	Heather Barlow	Application	None	Microsoft Excel	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000640130	Nathan Ponis	PC/Laptop	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000640132	Susan Cleaver	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000640134	Karen Ekker	Application	Password	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000640150	Stephanie Quintana	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640151	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640167	Carol Myers	Network	Password	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640202	Zlatko Porobic	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640215	Leticia Dardon	None	None	None	TIR Missed:	No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640232	Sandra Hutchison	Application	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.26
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000640238	Michael Styles	None	None	Gmail	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640254	Patrice Dozier	Application	None	Cisco AnyConnect VPN Client	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640256	Kim Tuitupou	None	None	SAP Frontend	TIR Missed:	No	0.09
	Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000640275	Lisa Rios	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640278	Bonnie Northrup	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000640282	Amanda Markarian	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640284	David R Powell	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640288	Tammy Knight	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000640290	Susan Riggs	None	None	None	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640295	Michelle Griffin	Application	Password	Utah Master Directory	TIR Missed: No	0.09
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.52
INC000000640301	Darren Burdette	Application	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640315	Janis Hurst	Application	None	PGP	TIR Missed: No	0.24
Metro B Desktop Support		Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000640319	Ginger Jacobsen	Application	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640332	Rhonda Hill	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640333	Ruth Hauser	Network	None	Novell eDirectory	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640339	Leslie Barton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640348	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640356	Mary Jean Allen	None	None	None	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640357	Lucy Aragon	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640363	Blane Murray	None	None	None	TIR Missed: No	0.07
Metro B Desktop Support		Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000640366	Kristy Bate	Telecom	Voice Mail	Telephone	TIR Missed: No	0.09
Voice Operations		Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.51
INC000000640374	Nagareddy Yelti	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

Incident	Reported By	Category	Type	CI / Item	TIR Missed		Time
INC000000640384	Vickki Carver	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640405	Jaynie Palmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640410	Danelle England	Application	Reporting	None	TIR Missed: No		0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640451	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640452	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640453	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640456	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640457	Shirley Bingham	None	None	SAFE	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.31
INC000000640459	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640460	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640461	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640474	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640476	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640486	Blane Murray	Network	None	None	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640492	Janet Culpepper	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000640495	Brandie Olson	PC/Laptop	Performance	None	TIR Missed: No		0.29
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No		3.39
INC000000640496	Kim A Gardner	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00

Enterprise Incident Report January 2013

As of **2/1/2013**

Human Services

Incident	Customer	Category	Type	Item		TIR Missed	Value
INC000000640498	Elaine Boren-Hess	None	None	None		TIR Missed: No	0.19
Metro B Desktop Support	Cody Flanders	Human Services	Low	Resolved		TTR Missed: No	0.19
INC000000640515	JoAnn Maxwell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640518	Brigham Young	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640541	Jenny Nicholas	Telecom	None	None		TIR Missed: No	0.15
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved		TTR Missed: No	1.97
INC000000640551	Bruce James	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.37
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	0.37
INC000000640572	Regena Bonner	None	None	None		TIR Missed: No	0.23
Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved		TTR Missed: No	0.48
INC000000640577	Richard Cheever	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640583	Jill Colvin	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640595	Sal Pahulu	None	None	None		TIR Missed: No	0.11
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved		TTR Missed: No	0.11
INC000000640604	Valerie King	Network	None	None		TIR Missed: No	0.13
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.27
INC000000640614	Victoria Young	Application	Password	Utah Master Directory		TIR Missed: No	0.07
Help Desk	James Stearns	Human Services	Low	Resolved		TTR Missed: No	0.07
INC000000640620	Jill Bell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640628	Travis Broderick	Application	None	Novell eDirectory		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640629	Valarie Johnson	None	None	None		TIR Missed: No	0.10
Campus Networking	Robert Ryan	Human Services	Low	Resolved		TTR Missed: Yes	23.38
INC000000640648	Lesa Willhard	None	None	None		TIR Missed: No	0.13
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	1.33
INC000000640656	Valerie King	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640671	Kammie Davies	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.48
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.90

Human Services

INC000000640673	Ed Conley	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640674	Frank Long	Telecom	IP	None	TIR Missed:	No	0.11
	Voice/Data/WAN Services	Mark Thomas	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000640678	Justina Flesher	Network	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640688	Linda Long	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640698	Emee Drews	PC/Laptop	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.53
INC000000640703	Leslie Howell	Application	Reporting	Gmail	TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640711	Betty Salgado	None	None	None	TIR Missed:	No	0.07
	Metro B Desktop Support	Cody Flanders	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000640741	Alan R Misbach	Application	Reporting	Gmail	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640749	Jann Nishimoto	None	None	Gmail	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640752	Karen Lester	Application	Password	Gmail	TIR Missed:	No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640756	Lisa Aragon	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640758	Mandy Caswell	Application	None	Gmail	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640766	Diana Corona	Application	Password	Utah Master Directory	TIR Missed:	No	0.24
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000640772	Shawn heiniger	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640816	Becky Gallegos	Application	Error	Office of Recovery Services Info	TIR Missed:	No	0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000640818	Bart Schenck	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640819	Clarence Pollard	None	None	None	TIR Missed:	No	0.00
	Metro B Desktop Support	Cody Flanders	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC#	Name	Category	Type	Item	TIR/TTR Missed	Value
INC000000640821	Stephanie Martinez	Network	None	Active Directory	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640845	Lacey Cobbley	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640867	Gregory Porter	None	None	None	TIR Missed: No	1.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.00
INC000000640873	Dennis Shepherd	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.06
INC000000640878	Lynn Parkin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640880	Janene Parry	Application	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640890	Megan Rasmussen	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640896	Sherrie Pendleton	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640898	Melissa Baide	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640908	Kristy Walker	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640910	Linda Prince	PC/Laptop	None	None	TIR Missed: No	0.98
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.07
INC000000640926	Theresa Buonanato	Network	Password	Utah Master Directory	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640936	Vicky Wallace	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640937	Terri Sawyer	Application	Error	Citrix ICA Client	TIR Missed: No	0.78
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.33
INC000000640938	Kjersty Olson	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000640961	Michelle Burton	PC/Laptop	None	None	TIR Missed: No	0.23
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	1.34
INC000000640962	Lory Pond	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000640963	Elizabeth Baker	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640965	Sara Conder	Application	Error	Citrix ICA Client		TIR Missed: No	0.37
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.37
INC000000640967	Rebecca Mullan	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640969	Patricia Runyan	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640971	Ann Marie Anderson	Network	None	None		TIR Missed: No	0.16
Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved		TTR Missed: No	0.16
INC000000640977	Mark Hollingshead	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640978	Amanda Hornsby	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640979	Boe Eby	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640981	Sara Conder	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000640984	Jim Gould	None	None	SAFE		TIR Missed: No	0.18
Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved		TTR Missed: No	0.23
INC000000640985	Teresa Flores	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.23
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.26
INC000000640996	Traci Barker	Application	Error	Gmail		TIR Missed: Yes	3.28
Application Services	Danielle Hood	Human Services	Low	Resolved		TTR Missed: No	3.44
INC000000640999	Amanda Hornsby	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000641023	Lori Ramos	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000641051	Rashelle Butcher	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.14
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.63
INC000000641056	John Wilson	PC/Laptop	Hardware	None		TIR Missed: No	0.02
Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved		TTR Missed: Yes	6.04
INC000000641078	Courtney Shakespear	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000641091	Eden Krehbiel	Application	Password	Citrix ICA Client	TIR Missed: No	0.22
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.55
INC000000641095	Cynthia Aposhian	Application	Error	DB2 Query Management Facility	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641109	Roseanna L Manu	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641112	Kay Layton	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641167	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641192	Justina Flesher	None	None	None	TIR Missed: No	0.11
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000641201	Justina Flesher	None	None	None	TIR Missed: No	0.30
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000641210	Loretta Campbell	None	None	None	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	
INC000000641213	Faye Pilcher	PC/Laptop	Error	None	TIR Missed: No	0.20
Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000641216	Ericka Turner	Telecom	Area Code	None	TIR Missed: No	0.28
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000641220	Honoree Tollefsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641221	Arteveld Pierre Jerome	Application	Password	Utah Master Directory	TIR Missed: No	0.64
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.95
INC000000641224	Ericka Turner	Application	Password	Remedy Service Request Mana	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641225	Amira Latorre	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	
INC000000641228	Ericka Turner	Telecom	None	None	TIR Missed: No	0.88
Voice Operations	None	Human Services	Low	Resolved	TTR Missed: No	0.88
INC000000641235	Dale Hancock	Application	Error	None	TIR Missed: No	0.20
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000641241	Casey Cole	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000641274	Sheryl Thompson	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000641283	Marla Mathisen	None	None	None		TIR Missed: No	0.11
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved		TTR Missed: No	0.11
INC000000641289	Raul Galvan	Application	None	Gmail		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000641314	Paula Wing	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved		TTR Missed: No	2.32
INC000000641321	Julie Burton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000641322	Peggy Matlin	Application	Password	Utah Master Directory		TIR Missed: No	0.11
Help Desk	Eileen Dubach	Human Services	Low	Resolved		TTR Missed: No	1.48
INC000000641327	Marian Nielson	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000641328	Peggy Matlin	Application	Password	Utah Master Directory		TIR Missed: No	0.79
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.80
INC000000641331	Giannina Fuentes	Application	Error	SAFE		TIR Missed: Yes	1.07
Metro B Desktop Support	Cody Flanders	Human Services	Low	Resolved		TTR Missed: No	1.07
INC000000641356	Emmie Russom	None	None	None		TIR Missed: No	0.04
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: No	0.06
INC000000641366	Azucena Santos	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000641368	Julie Mortensen	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.59
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.59
INC000000641385	Azucena Santos	Application	Password	Gmail		TIR Missed: Yes	1.96
Help Desk	James Stearns	Human Services	Low	Resolved		TTR Missed: No	1.96
INC000000641398	Becky L Johnson	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000641402	Blane Murray	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000641405	Peggy Matlin	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000641408	Eva Clarke	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000641425	Melissa Resendes	Application	None	Google Chrome		TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Resolved	TTR Missed:	No	0.17
INC000000641427	Rick Clements	Application	None	Google Chrome		TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Resolved	TTR Missed:	No	0.81
INC000000641428	Casey Christopherson	Application	None	Active Directory		TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Resolved	TTR Missed:	No	0.79
INC000000641454	Lee Castillo	Application	Password	Citrix ICA Client		TIR Missed:	No	0.73
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed:	No	0.73
INC000000641463	Kristopher Foltz	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000641465	Amy Hall	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Resolved	TTR Missed:	No	
INC000000641468	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000641485	Lynn Higginson	PC/Laptop	Error	None		TIR Missed:	No	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000641486	Danette L Larsen	Application	Reporting	SAFE		TIR Missed:	No	0.00
Metro A Desktop Support	Mike Beynon	Human Services		Low	Resolved	TTR Missed:	No	0.31
INC000000641502	Manu Eteaki	Network	Password	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000641508	Larry Bottrell	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural North Desktop Support	Ryan Casey	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000641518	Sue Broadhead	None	None	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed:	No	0.55
INC000000641526	Maria Hernandez	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000641536	Georgeia Wood	Mainframe	Password	BlueZone		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000641545	Maria Catalini	None	None	None		TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed:	No	0.00
INC000000641546	Lisa Peek	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed:	No	
INC000000641547	Jeanne Godfrey	None	None	None		TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed:	No	0.00

Human Services

| INC000000641553 | April Conti | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000641557 | Kris Rawle | Network | Incident | Novell ConsoleOne | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000641560 | Michelle Ann Pierson | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Duane Hardy | Human Services | Low | Resolved | TTR Missed: No | 0.76 |

| INC000000641563 | Teresa Flores | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000641565 | Carol Powell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000641586 | Donelle Clements | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.07 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.09 |

| INC000000641593 | James Gaul | Application | None | None | TIR Missed: No | 0.70 |
| | Rural Central Desktop Support | Paul Petersen | Human Services | Low | Resolved | TTR Missed: No | 1.48 |

| INC000000641603 | Rainey Boateng | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.07 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 0.15 |

| INC000000641607 | Dawna Shultz | Application | None | SAFE | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000641612 | Whitney Grimm | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Todd Manning | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000641614 | Sheryl Poole | None | None | SAFE | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000641633 | Sarah Lake | Application | Password | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000641640 | Ben Reaves | Application | None | Gmail | TIR Missed: No | 0.36 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 1.00 |

| INC000000641641 | Jill Hill | None | None | None | TIR Missed: No | 0.15 |
| | Rural Central Desktop Support | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 0.15 |

| INC000000641644 | Dawna Shultz | Application | Password | Citrix ICA Client | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000641645 | Tawnya Stewart | Application | Password | Gmail | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000641648 | David Fast | Application | Error | Citrix ICA Client | TIR Missed: No | 0.44 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 1.37 |

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INC000000641650	Celeste LaBorde	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000641659	Sabrina Fivas	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000641664	Amber Poll	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000641673	Courtney Shakespear	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000641676	Jana Gierisch	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000641682	Randy Blatnik	Network	Error	None		TIR Missed: No	0.16
Metro B Desktop Support	Mike Wilde	Human Services		Low	Resolved	TTR Missed: No	0.44
INC000000641684	Rick Cobia	Application	None	Gmail		TIR Missed: Yes	6.69
Application Services	Dustin Crump	Human Services		Low	Resolved	TTR Missed: Yes	6.69
INC000000641689	Kym Wilson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000641692	Troy Gasser	Application	Error	SAFE		TIR Missed: No	0.22
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	1.01
INC000000641694	Rick Cobia	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000641695	James Gaul	None	None	None		TIR Missed: No	0.29
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.38
INC000000641696	Dorie Farah	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000641708	Luanne Endres	PC/Laptop	Hardware	None		TIR Missed: Yes	2.17
Rural South Desktop Support	Silas Aitchison	Human Services		Low	Resolved	TTR Missed: No	2.17
INC000000641714	Amber Poll	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000641718	Jill Colvin	None	None	None		TIR Missed: No	0.08
Metro B Desktop Support	Mike Wilde	Human Services		Low	Resolved	TTR Missed: No	0.16
INC000000641725	Loretta Campbell	Application	None	Office of Recovery Services Info	TIR Missed: No	0.04
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.13
INC000000641726	Stacie Pohahau	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00

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INC000000641727	Sheryl St Clair	Application	Error	SAFE	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000641732	Misiona Tuimaseve	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641738	Corinne Evans	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641743	Denise Anderson	PC/Laptop	Error	None	TIR Missed: No	0.60
Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.60
INC000000641752	Matt Marler	Network	Password	Active Directory	TIR Missed: No	0.27
Rural Central Desktop Support	Rod Montoya	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000641764	Annita Kendall	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641769	Staci Perez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641770	Christine Peasley	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641772	Liesa Stockdale	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.36
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000641773	Rosan Radford	None	None	Microsoft Office	TIR Missed: No	0.25
Metro C Desktop Support	Benjamin Moore	Human Services	Low	Resolved	TTR Missed: No	1.28
INC000000641778	Jill V Bell	Application	Reporting	Gmail	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000641784	Loretta Campbell	None	None	None	TIR Missed: No	0.76
Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.90
INC000000641788	Bruce Taylor	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.10
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000641794	Michele B Stewart	None	None	SAFE	TIR Missed: No	0.40
Metro B Desktop Support	Cody Flanders	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000641801	Celeste LaBorde	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641820	Jared Bunnell	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641821	Joann Murphy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000641828	Janis Nielson	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641834	John H Thompson	None	None	None	TIR Missed: Yes	1.05
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.31
INC000000641846	James Gaul	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641849	Jessica Cameron	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641875	Kelle Shearer	Application	Reporting	Microsoft Word	TIR Missed: No	0.59
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.61
INC000000641905	Sandra Sanduk	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641906	Jacob Fox	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.21
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000641907	Zinna Burks	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641910	Joann Murphy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641914	James Faulkner	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641922	Tom Dunford	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641923	Tom Dunford	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641936	Bobbette Shepard	Application	Password	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641937	Ruth Taylor	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641939	Valorie Johnson	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000641941	Renee Van Tussenbrook	Application	None	ZENworks for Desktops	TIR Missed: No	0.25
Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000641948	Rhonda Hill	None	None	None	TIR Missed: No	0.06
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.07

Human Services

INC000000641950	John Lowder	None	None	None		TIR Missed:	Yes	1.50
	Application Support	Tim Corless	Human Services	Low	Resolved	TTR Missed:	Yes	13.15
INC000000641954	Georgina Trujillo	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000641956	James Ako	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000641959	Tom Medina	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000641979	James Ako	Application	Password	Gmail		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000641984	James Ako	Application	Error	None		TIR Missed:	No	0.14
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed:	No	0.30
INC000000641988	Darrell Krueger	Application	Reporting	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000641990	Justina Flesher	Network	None	None		TIR Missed:	No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Medium	Resolved	TTR Missed:	No	0.91
INC000000641993	Loretta Campbell	Mainframe	Password	BlueZone		TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000641997	Karen Mott	Application	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642004	Joshua Andresen	None	None	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed:	No	0.01
INC000000642007	Darrell Romney	Network	Password	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642014	Hanna Samuelu	Network	Password	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642024	Phillip Clark	Network	Password	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642025	Manu Eteaki	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642032	Jeffery Hunter	Network	Password	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642035	Lindsay Gledhill	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00

Human Services

INC000000642039	Alli Painter	Application	None	Gmail		TIR Missed: Yes	4.11
Help Desk	Julie VanBeekum	Human Services	Low	Resolved		TTR Missed: No	4.25
INC000000642042	Denise Thomas	None	None	None		TIR Missed: No	0.00
Application Services	Danielle Hood	Human Services	Low	Resolved		TTR Missed: No	2.51
INC000000642057	Hanna Samuelu	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642060	Michele Crookston	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642083	Julie Elder	Application	Error	Novell LAN WorkPlace		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642108	Tamara Mendenhall	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.37
INC000000642123	Rebecca Skinner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642137	Chris Wride	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642150	Ronald F Jacobson	None	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642153	Kent Warner	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642155	Ronald F Jacobson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642170	Melissa Carter	None	None	PGP		TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642172	Deborah Sirles	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642176	Kym Wilson	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642180	Lori Savage	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000642183	Delton Pugh	Application	Error	PGP		TIR Missed: No	0.23
Enterprise Security	Garry Gregson	Human Services	Low	Resolved		TTR Missed: No	0.47
INC000000642191	Scott Roudabush	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Product	Priority	Status	TIR/TTR Missed	Value
INC000000642205	Scott Roudabush	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642217	Jonathan Frank	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642219	Ming Wang	Application	None	Gmail			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642221	Christopher Tolen	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642231	Sharon Curiel	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642232	Jeff J Turner	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.47
INC000000642233	Kimberly Mack	Application	Password	Citrix ICA Client			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642241	Zinna Burks	Mainframe	Password	BlueZone			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642242	Rodney Karr	Application	None	None			TIR Missed: No	0.29
	Rural South Desktop Support	Doug Thornton	Human Services		Low	Resolved	TTR Missed: No	1.01
INC000000642256	Sarah Pomeroy	None	None	None			TIR Missed: No	0.35
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed: No	1.50
INC000000642277	Doug Thomas	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642285	David Solum	Application	None	None			TIR Missed: No	0.08
	Capitol Hosting	Mike Tyrrell	Human Services		Medium	Resolved	TTR Missed: No	0.16
INC000000642288	Diane Pedersen	Mainframe	Password	BlueZone			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642303	Teresa Trujillo	None	None	PGP			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642328	Kristi Heisterenan	Network	None	None			TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.19
INC000000642350	Callie Gallacher	Application	None	ZENworks for Desktops			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000642352	Trudy Decantu	Application	Reporting	SAFE			TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.45

Human Services

Incident	Name	Category	Type	Product	TIR Missed		Value
INC000000642376	Livingstone Tauvao	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000642377	Ronald Harrell	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.31
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.41
INC000000642378	Carol Powell	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000642379	Sean T Orton	Telecom	Hardware	Telephone	TIR Missed:	No	0.28
	Voice/Data/WAN Services	Mark Thomas	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000642395	Lee Manley	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000642398	Charlotte Vincent	Application	None	Postini	TIR Missed:	Yes	5.29
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	5.30
INC000000642400	Kathleen Wright	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000642405	Bonnie Keough	None	None	Microsoft Windows 7	TIR Missed:	No	0.31
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed: No	0.31
INC000000642428	Ronald F Jacobson	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000642436	Kent Warner	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000642440	Rodolfo Alquizola	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000642461	Debora Wawro	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000642463	Lana Stohl	None	None	Ipads	TIR Missed:	No	0.25
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000642465	Susan Lindberg	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000642484	Eliana Downing	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000642500	Sherri Hernandez	None	None	None	TIR Missed:	No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000642508	Jesse Hudson	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000642516	Martin Roundy	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642522	Laureen Wilson	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642528	Mike Hebdon	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642529	Susan Riggs	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642540	Christina Bradshaw	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.16
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed:	No	0.16
INC000000642541	Cai White	None	None	Gmail	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642557	LynNae T Pena	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642564	Jill Mcafee	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642588	Sachin M Rajhans	Application	None	Internet Explorer	TIR Missed:	Yes	1.57
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	1.57
INC000000642589	Joy Stover	Application	Error	SAFE	TIR Missed:	No	0.48
Rural South Desktop Support	Silas Aitchison	Human Services	Low	Resolved	TTR Missed:	No	0.48
INC000000642592	Judy Robertson	Application	None	Active Directory	TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed:	No	1.09
INC000000642609	Julie Blundell	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642621	Kathryn Dennett	Application	Password	Gmail	TIR Missed:	No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642630	Lana Kopecky	Application	None	Utah Master Directory	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642665	Xiaodong Wang	Application	None	Cisco AnyConnect VPN Client	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642666	Stephanie Quintana	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Rural North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000642671	Steven Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed:	No	0.00

Human Services

INC000000642676	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00	
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642714	Eric Pedersen	Application	Password	Data Warehouse		TIR Missed:	No	0.00	
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642723	Ronson Kofutua	None	None	None		TIR Missed:	No	0.23	
Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved		TTR Missed:	No	0.23	
INC000000642735	Paul Avery	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00		
Help Desk	Eileen Dubach	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642736	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00	
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642744	Coby Drake	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00	
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642747	Bill Duncan	Application	Error	SAFE		TIR Missed:	No	0.00	
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved		TTR Missed:	No	0.03	
INC000000642754	Lilian Gilbert	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.17		
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed:	No	0.23	
INC000000642760	Reba Nissen	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed:	No	0.12		
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed:	No	0.14	
INC000000642762	Jorden Czech	None	None	None		TIR Missed:	No	0.00	
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642763	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00	
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642766	Katie Jo Redd	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00		
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642768	Jill Bell	None	None	None		TIR Missed:	No	0.00	
Operations Production Control	Christie Burnham	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642807	Tony Nieto	None	None	None		TIR Missed:	No	0.00	
Voice Operations	Leon Owen	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642823	Manu Eteaki	Application	Password	Utah Master Directory		TIR Missed:	No	0.00	
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642825	Manu Eteaki	Application	Password	Utah Master Directory		TIR Missed:	No	0.00	
Help Desk	James Stearns	Human Services	Low	Resolved		TTR Missed:	No	0.00	
INC000000642832	Connie Clawson	Network	Password	None		TIR Missed:	No	0.00	
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed:	No	0.00	

Human Services

INC000000642833	Brent Tucker	None	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642847	Chris Wride	Network	Password	None		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642851	David P King	PC/Laptop	Password	None		TIR Missed: No		0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.24
INC000000642858	Paula Loakes	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642891	Jeanine Taylor	PC/Laptop	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642895	Christine Nguyen	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642896	Bruce Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642904	Paula Lamb	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642911	Julie Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642913	Abigail Bodily	Application	None	ZENworks for Desktops		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642918	kathie ball	Application	Password	DB2 Query Management Facility		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642932	Sheri Wolfley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642935	Alrae Snyder	PC/Laptop	None	None		TIR Missed: No		0.21
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No		0.21
INC000000642938	Mark Scott	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642943	Paula K Douglass	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642946	Lee Manley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642949	Bruce Taylor	None	None	None		TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.05

Human Services

Incident	Requester	Category	Sub-Category	Service	TIR Missed		Value 1
INC000000642955	Colleen Cook	None	None	ZENworks for Desktops	TIR Missed: No		0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642959	Janis Hurst	Application	Reporting	PGP	TIR Missed: No		0.79
Metro B Desktop Support	Cody Flanders	Human Services	Low	Resolved	TTR Missed: No		0.79
INC000000642960	Adrianna Pahulu	PC/Laptop	None	None	TIR Missed: No		0.30
Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No		0.30
INC000000642982	Gina Hatch	Application	Reporting	Gmail	TIR Missed: No		0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642983	Jennie Kalauli	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642987	Cami Hadley	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642988	Brad McGarry	Application	None	Citrix ICA Client	TIR Missed: No		0.71
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		1.13
INC000000642993	Bruce Taylor	None	None	None	TIR Missed: No		0.13
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No		0.13
INC000000642995	Cami Hadley	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000642999	Julie Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000643009	Benjamin Baker	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000643013	Vedrana Ilic	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000643016	Maria Bulloch	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000643017	Steven Cox	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000643035	Fernando Lopez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000643040	David P King	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000643056	Renee Hardacker	None	None	None	TIR Missed: No		0.49
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No		0.49

Human Services

Incident	User	Category	Type	Item		Status	TIR/TTR		Value
INC000000643069	Linh Tran	Application	Error	SAFE			TIR Missed:	No	0.15
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved		TTR Missed:	No	1.81
INC000000643072	Pita Nasio	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved		TTR Missed:	No	0.00
INC000000643074	Sean T Orton	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services		Low	Resolved		TTR Missed:	No	0.00
INC000000643079	Nathan Ponis	None	None	None			TIR Missed:	No	0.16
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Resolved		TTR Missed:	No	5.38
INC000000643092	Jose Solorzano	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved		TTR Missed:	No	0.00
INC000000643096	Kati Wheatley	Application	Error	None			TIR Missed:	Yes	9.37
Help Desk	Vicky Marrelli	Human Services		Low	Resolved		TTR Missed:	Yes	15.82
INC000000643098	Keri Herrmann	Application	Reporting	None			TIR Missed:	No	0.92
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved		TTR Missed:	No	0.97
INC000000643100	Patricia Graff	Network	Incident	Novell ConsoleOne			TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved		TTR Missed:	No	0.00
INC000000643101	Natalie Sheppard	Application	Password	Gmail			TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services		Low	Resolved		TTR Missed:	No	0.00
INC000000643106	Leticia Garcia	Application	None	Gmail			TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved		TTR Missed:	No	0.00
INC000000643113	Janis Widdison	None	None	None			TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved		TTR Missed:	No	0.17
INC000000643114	Brandy Terry	Application	Password	Citrix ICA Client			TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved		TTR Missed:	No	0.00
INC000000643116	Laura Pare	Network	Password	None			TIR Missed:	No	0.16
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved		TTR Missed:	No	0.16
INC000000643154	Leticia Garcia	None	None	None			TIR Missed:	No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Resolved		TTR Missed:	No	0.00
INC000000643160	Dayna Martinsen	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved		TTR Missed:	No	0.00
INC000000643161	Tammy L Davis	Application	Password	Utah Master Directory			TIR Missed:	No	0.14
Help Desk	Eileen Dubach	Human Services		Low	Resolved		TTR Missed:	No	0.14
INC000000643163	Patricia Graff	Network	Incident	Novell ConsoleOne			TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved		TTR Missed:	No	0.00

Human Services

INC000000643166	Paul Avery	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643175	James Larson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643179	Cydney Viall	Application	Password	Citrix ICA Client		TIR Missed: No	0.09
Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed: No	0.11
INC000000643181	Jeanne Godfrey	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643184	Paul Avery	Application	Password	PGP		TIR Missed: No	0.33
Metro B Help Desk	Gary Graham	Human Services	Low		Resolved	TTR Missed: No	0.70
INC000000643186	Bridgette Mair	Application	None	Mozilla Firefox		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643199	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643200	Janis Forsyth	Application	Password	Utah Master Directory		TIR Missed: No	0.41
Help Desk	Brenda Treadway	Human Services	Low		Resolved	TTR Missed: No	0.41
INC000000643201	David Cianto	PC/Laptop	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643202	Rick Berry	Application	Error	SAFE		TIR Missed: No	0.52
Metro B Help Desk	Gary Graham	Human Services	Low		Resolved	TTR Missed: No	0.52
INC000000643207	Christy Van Buskirk	Network	None	None		TIR Missed: No	0.06
Metro B Help Desk	Gary Graham	Human Services	Low		Resolved	TTR Missed: No	0.06
INC000000643212	Leticia Garcia	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643240	Justina Flesher	None	None	None		TIR Missed: No	0.11
Metro B Help Desk	Gary Graham	Human Services	Low		Resolved	TTR Missed: No	0.11
INC000000643241	Ayn Averett	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643261	Jennifer Bodily	Application	Error	Citrix ICA Client		TIR Missed: No	0.25
Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed: No	0.71
INC000000643264	Xavier Tisdol	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643267	Annette Babisz	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed: No	0.00

Human Services

Incident	Name	Type	Category	Item	TIR Missed	Value
INC000000643276	Alecia Stoker	Application	None	SAFE	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	3.14
INC000000643278	Catherine Taylor	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643286	Leeann Robinson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643289	Dianne Adams	None	None	Gmail	TIR Missed: No	0.03
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000643290	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643298	Donna Russell	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.52
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	0.91
INC000000643307	Janna Griffith	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643308	Janna Griffith	None	None	None	TIR Missed: No	0.22
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000643324	Marie Rodriguez	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.21
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000643342	Cheryl Sharp	Application	Password	Office of Recovery Services Info	TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000643347	Mark Brasher	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000643368	Lilian Gilbert	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643376	David A Jones	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643377	Janet Welling	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	
INC000000643379	Audrey Easter	PC/Laptop	Error	None	TIR Missed: No	0.49
	Metro B Desktop Support	Cody Flanders	Human Services	Low	Resolved	TTR Missed: No	0.55
INC000000643381	Erma Hawker	Application	Password	Citrix ICA Client	TIR Missed: No	0.46
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.46
INC000000643388	Kimberly Bartlett	Network	Error	None	TIR Missed: No	0.60
	Metro B Hosting	James Gramse	Human Services	Low	Resolved	TTR Missed: No	0.60

Human Services

INC000000643390	Matthew Jones	Application	Password	Gmail			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643413	Tami Long	Application	None	Gmail			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low		Resolved	TTR Missed: No	0.33
INC000000643454	Tammy Samaniego	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643465	Eliana Downing	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643471	Gerrie Dixon	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643480	Leticia Garcia	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643500	Trisha Reynolds	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low		Resolved	TTR Missed: No	0.01
INC000000643504	Jessica Whipple	Application	Error	None			TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643505	Annette Babisz	Mobile Devices	Error	Ipads			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643511	Arlan dopp	Application	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643514	Scott Eyre	PC/Laptop	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643516	Dian Chivers	Application	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643518	Tammy Powell	Application	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643519	Lynn Higginson	Application	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643522	Anisa Plastow	Application	Password	Citrix ICA Client			TIR Missed: No	0.37
	Metro B Help Desk	Todd Manning	Human Services	Low		Resolved	TTR Missed: No	0.42
INC000000643528	Charri Brummer	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low		Resolved	TTR Missed: No	0.00
INC000000643530	Sara Moon	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low		Resolved	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Item	TIR Missed	Priority	Status	TTR Missed	Value
INC000000643532	John Turek	Application	Error	None		TIR Missed: No			0.00
	Rural South Desktop Support	Silas Aitchison	Human Services		Low		Resolved	TTR Missed: No	
INC000000643535	Derrick Fryer	None	None	None		TIR Missed: No			0.66
	Rural Central Desktop Support	Robert Case	Human Services		Low		Resolved	TTR Missed: No	0.66
INC000000643538	Aaron Webb	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No			0.00
	Metro B Help Desk	Todd Manning	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643539	Byron Peterson	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No			0.00
	Help Desk	Vicky Marrelli	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643545	Mechel Gibbs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No			0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643546	Stacie Pohahau	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No			0.00
	Metro B Help Desk	Todd Manning	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643548	Susan Eddy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No			0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643555	Alycia Jurgela	None	None	None		TIR Missed: No			0.00
	Metro B Help Desk	Todd Manning	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643564	Kathy Maxfield	Application	Password	DB2 Query Management Facility		TIR Missed: No			0.00
	Metro B Help Desk	Todd Manning	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643592	Bobbette Shepard	Application	None	None		TIR Missed: No			0.00
	Rural South Desktop Support	Lance Nay	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643594	Kris Wisdom	Application	Password	None		TIR Missed: No			0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low		Resolved	TTR Missed: No	1.17
INC000000643596	Blake Harris	None	None	None		TIR Missed: No			0.00
	Rural Central Desktop Support	Gerald Adams	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643610	Rachel Clavert	Application	Password	None		TIR Missed: No			0.00
	Help Desk	James Stearns	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643614	Nicole Nielsen	Network	None	None		TIR Missed: No			0.37
	Metro B Help Desk	Val Shepherd	Human Services		Low		Resolved	TTR Missed: No	0.37
INC000000643623	Chris Wride	Network	None	None		TIR Missed: No			0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643655	Jennifer Gardner	Application	Password	RSA SecurID Software Token		TIR Missed: No			0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low		Resolved	TTR Missed: No	0.00
INC000000643657	Nicole Nielsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No			0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low		Resolved	TTR Missed: No	0.55

Human Services

Incident	Name	Category 1	Category 2	Product	TIR Missed	Value
INC000000643672	Dorothy Maw	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Human Services		Low Resolved	TTR Missed: No	0.00
INC000000643676	Rafawn Rogers	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	1.29
Metro B Help Desk	Val Shepherd	Human Services		Low Resolved	TTR Missed: No	1.31
INC000000643679	Joan Charter	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low Resolved	TTR Missed: No	0.00
INC000000643680	Cathryn E Jenkins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services		Low Resolved	TTR Missed: No	0.00
INC000000643681	Delayne Heinhold	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low Resolved	TTR Missed: No	0.00
INC000000643685	Janene Parry	None	None	Gmail	TIR Missed: Yes	1.31
Metro B Help Desk	Val Shepherd	Human Services		Low Resolved	TTR Missed: No	1.52
INC000000643686	Navina Forsythe	Server	Performance	None	TIR Missed: No	0.64
Metro B Hosting	Paul Engberson	Human Services		Low Resolved	TTR Missed: No	0.64
INC000000643695	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low Resolved	TTR Missed: No	0.00
INC000000643704	Kay Thalman	None	None	None	TIR Missed: No	0.02
Rural North Desktop Support	Dane Smith	Human Services		Low Resolved	TTR Missed: No	0.02
INC000000643711	Patrice Dozier	Application	Password	RSA SecurID Software Token	TIR Missed: Yes	1.46
Metro B Desktop Support	Annice Valdez	Human Services		Low Resolved	TTR Missed: No	3.25
INC000000643720	Janie Lopez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services		Low Resolved	TTR Missed: No	0.00
INC000000643721	Justina Flesher	None	None	None	TIR Missed: No	0.33
Metro B Help Desk	Gary Graham	Human Services		Low Resolved	TTR Missed: No	1.09
INC000000643723	Linda Boyd-Melancon	Application	None	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low Resolved	TTR Missed: No	0.00
INC000000643735	Susan Burnett	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low Resolved	TTR Missed: No	0.15
INC000000643755	Cheryl Sharp	Application	Password	Content Manager	TIR Missed: Yes	1.79
ORS Content Manager	Les Roberts	Human Services		Low Resolved	TTR Missed: No	1.79
INC000000643774	Vicky Wallace	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low Resolved	TTR Missed: No	0.00
INC000000643776	Jennifer Palmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low Resolved	TTR Missed: No	0.00

Human Services

Incident	Requester	Category	Type	Item	TIR Missed		Time
INC000000643786	Levi Marsing	None	None	None	TIR Missed:	No	0.12
	Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000643788	Xiaodong Wang	Network	None	None	TIR Missed:	No	0.07
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000643819	Laureen Wilson	Network	Incident	None	TIR Missed:	No	0.83
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.96
INC000000643823	Danny Torman	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643832	Afa Tevaga	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643856	Bart Schenck	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643858	Mechel Gibbs	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643860	Lisa Lewis	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643866	Valerie A Stice	None	None	RSA SecurID Software Token	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000643885	Denise Cable	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643887	Diana Katoa	None	None	Novell GroupWise 32-bit Window	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	3.87
INC000000643890	Ericka Turner	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved	TTR Missed: No	
INC000000643894	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643897	Robert Jowett	None	None	None	TIR Missed:	No	0.16
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000643925	Elizabeth Baker	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643931	Frank Long	None	None	None	TIR Missed:	No	0.12
	Metro B Desktop Support	Cody Flanders	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000643942	Janene Parry	Application	None	Gmail	TIR Missed:	No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.46

Human Services

INC000000643943	Timothy Herzog	None	None	None	TIR Missed: No	0.16
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000643946	Kristi Heisterenan	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643949	Keith Beard	Application	Error	SAFE	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643952	Jessica Gallegos	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643960	Veronna Jarvis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643962	Janie Lopez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643963	Becky Dalby	None	None	None	TIR Missed: No	0.07
Metro B Desktop Support	Kraig Ellis	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000643980	Christine G Nguyen	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000643983	Laura Johnson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.11
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000643987	Jesus Moreno	Telecom	Call/Receive	Telephone	TIR Missed: No	0.12
Voice Operations	Kelly Johnson	Human Services	Low	Resolved	TTR Missed: No	0.86
INC000000643999	Connie Revoir	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644010	Kimberley Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644017	Janet E Campbell	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644022	Jill Hill	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644026	Becky Gallegos	None	None	None	TIR Missed: No	0.25
Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000644040	Brian Parnell	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644046	Tamie Hamblin	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000644047	Julie Bingham	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644049	Michelle Hauck	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644050	Lisa Rios	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644056	Brian Parnell	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644057	Rusty Hendrickson	Network	None	None		TIR Missed: No	0.34
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	2.75
INC000000644059	Skyla Allen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644066	Kristy Walker	None	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000644068	Carol E Loumeau	None	None	None		TIR Missed: No	0.56
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.56
INC000000644076	Tristine Toyn	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644078	Sal Pahulu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644081	Heath Stevenson	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644083	Milton Gale	None	None	PGP		TIR Missed: No	0.12
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000644087	Maria Alvarado-Gomez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644098	Lori Butler	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000644113	Melissa Putnam	Network	None	None		TIR Missed: No	0.23
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000644123	Denys Fedotov	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644129	Patricia Phillips	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000644130	Eva Clarke	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644133	Eva Clarke	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644135	Tim Morganson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644143	Vicky Wallace	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644147	Toni Munson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644168	Joan Fitu	Application	None	Utah Master Directory	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644182	Adriane Warr	Application	Password	Utah Master Directory	TIR Missed: No	0.15
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000644221	Nancy Newman	None	None	None		TIR Missed: No	0.06
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000644225	Cheryl Schilling	None	None	None		TIR Missed: No	0.45
Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000644234	Jennifer Ferrin	Application	Password	Utah Master Directory	TIR Missed: No	0.03
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000644238	Scott Olsen	None	None	None		TIR Missed: No	0.24
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000644239	Lisa Bruno	None	None	None		TIR Missed: No	0.04
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000644247	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644255	Lisa Green	None	None	SAFE		TIR Missed: No	0.21
Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000644263	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644264	Micah Bulloch	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644266	Charlotte Lartey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

Incident	Requester	Category	Type	Item	TIR Missed		Value
INC000000644269	Laureen Wilson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644274	Dianne Adams	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644294	Becky Gallegos	None	None	None	TIR Missed:	No	0.23
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000644299	Paul Korth	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed:	No	0.61
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: No	0.61
INC000000644314	Danny R Wheatley	Application	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000644316	Alecia Stoker	PC/Laptop	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000644317	Nancy Newman	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644322	Kurt Young	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644350	Atonio Polu	Network	Password	Utah Job Match	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644377	Lorie Felix	Network	Password	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644381	Tari Weaver	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644391	Sarah Lake	Application	Reporting	RSA SecurID Software Token	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644407	Heidi Hansen	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644420	Scott Abeyta	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000644423	Charlyn Child	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644424	Charlyn Child	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644426	Charlyn Child	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000644427	Charlyn Child	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644428	Charlyn Child	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644429	Charlyn Child	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644435	Philip Vein	None	None	Acrobat Reader	TIR Missed: No	0.15
Rural Central Desktop Support		Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.15

INC000000644437	Melissa Carter	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644443	Tina Humphrey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644445	Gina Latner	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk		Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644447	Claudette Saunders	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644455	Michelle Rawlinson	Application	Reporting	Medicaid Managed Information	TIR Missed: Yes	1.57
Rural North Desktop Support		Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	2.37

INC000000644478	Rodney Karr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk		Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644480	Donna Leighton	Application	Password	Utah Master Directory	TIR Missed: No	0.07
Help Desk		Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.87

INC000000644483	Terri Sawyer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644484	Melanie Rasmussen	None	None	None	TIR Missed: No	0.08
Metro B Desktop Support		Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.30

INC000000644490	Jeanine Taylor	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644499	Murray Adam Lepien	Network	Password	Novell eDirectory	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644511	Veronna Jarvis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000644514	Joye Downey	None	None	None	TIR Missed: No	0.08
Metro B Desktop Support		Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.10

Human Services

INC000000644528	Robert Gordon	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644530	Vicky Wallace	Application	None	Content Manager		TIR Missed: No	0.79
	ORS Content Manager	Pam Lee	Human Services	Low	Resolved	TTR Missed: No	0.79
INC000000644533	Bruce Taylor	Application	None	None		TIR Missed: No	0.05
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000644539	Sherrie Snow	Application	None	Utah System for Tracking Eligibi	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: Yes	7.78
INC000000644549	Edith Mathis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644565	Justina Flesher	Network	None	None		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.15
INC000000644602	James Ako	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644614	Paula May	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644616	Ben Ashcraft	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644646	Jennifer Elwood	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644672	Lori Hughes	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000644682	Phillip Clark	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644692	Stacey Torres	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644703	Ivana Meandzija	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644711	Susan Tregaskis	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644718	Matthew Brickey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644723	Krystal Lyman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000644730	Patricia Runyan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644751	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000644753	Celeste LaBorde	None	None	None	TIR Missed: No	0.06
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000644757	Travis Ewing	Application	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644765	Jennifer George	Application	Password	Utah Master Directory	TIR Missed: No	0.01
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000644780	Terri Dixon	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644800	Rick Ericksen	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644816	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644819	Julie Craner	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644824	Lindsay Gonzalez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644826	Julia Kolovich	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644832	Juan Hernandez	Application	Password	Utah Master Directory	TIR Missed: No	0.21
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000644835	Jody Rushton-Porter	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644839	Nelson Shumway	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644857	Tiffani Valentine	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644877	Mel Castillo	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000644892	Bettyeann Mayer	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000644895	Gordon Allison	Application	None	PGP		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644897	Scott Eyre	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644899	Lynn Higginson	Application	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644903	Lisa Bruno	None	None	None		TIR Missed: No	0.05
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.14
INC000000644908	Christine Peasley	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644910	Rick Berry	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644918	Catherine Taylor	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644919	Chris Wride	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644922	Kerry Sawyer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644926	Zinna Burks	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644943	Steven Smith	None	None	None		TIR Missed: No	0.28
Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No	0.28
INC000000644949	Nancy Newman	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644976	Tracy Seegmiller	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000644978	Tracy Seegmiller	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000645023	Charlynn Begay	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000645054	Brian Clement	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Resolved	TTR Missed: No	0.00